



## Position Description

Agency	Department of Foreign Affairs and Trade
Position Number	PN10494
Position Title	Consular and Passports Officer
Classification	LE4
Section	Consular and Passport
Reports To	Consular and Passport Manager
Monthly Salary	HKD31,162
Status	Initial period of one-year full-time contract with possible extension

The Australian Consulate-General, Hong Kong is seeking applications from suitably qualified persons for its locally engaged Consular and Passports Officer position. Benefits such as medical insurance, Chinese New Year Bonus, paid annual leave, and other staff entitlements and allowances in accordance with the Australian Consulate-General's Locally Engaged Staff Terms and Conditions of Employment will be offered to the successful candidate. Applications are due by **16 May 2024**.

### About the Department of Foreign Affairs and Trade (DFAT)

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high-quality overseas aid program and helping Australian travellers and Australians overseas.

The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

### About the Position

The Consular and Passports Officer has a critical role in supporting the Consular and Passport Section. Under general direction, the Consular & Passports Officer provides support to clients and their family members in circumstances that include hospitalisation, arrest, death, welfare, whereabouts or crisis situations. This position also provides efficient and secure passport and notarial services. The position conducts passport interviews and processes applications whilst providing courteous, effective and helpful client service.

This position may be required to provide emergency consular assistance outside of office hours, and travel on an ad hoc basis.

### The key responsibilities of the position include, but are not limited to:

- In accordance with relevant policies and legislation manage routine to moderately complex and sensitive consular enquiries and provide on the ground consular support including in cases of arrests/detentions, hospitalisations, medical evacuations, deaths, and whereabouts of Australian citizens.
- Arrange and actively participate in consular visits to hospitals, morgues, detention centres, prisons and other service providers.

- Provide a range of passport services to Australian citizens in accordance with the Australian Passports Act, including client interviews, processing applications, financial transactions, providing advice and managing casework.
- Provide timely advice and reporting on consular and passport cases, including the drafting of correspondence and liaising with key stakeholders such as Consular Operations DFAT.
- Provide a range of notarial acts and services consistent with Australian legislation and guidelines.
- Undertake a range of administrative functions, including the processing of client (passport and notarial) fees, and assisting the section in maintaining an up-to date resource information for the public.
- Respond to a range of consular and passport enquiries from the general public in person, by telephone and by email. Contribute to the after-hours duty phone roster.
- Develop and maintain effective working relationships with key stakeholders related to consular and passports work, including with government officials, local authorities and private organisations.
- Contribute to crisis preparedness by assisting with consular response team training and respond to, and assist, during a consular crisis.

### Qualifications/Experience

- Demonstrated ability to learn, interpret and implement instructions and guidelines.
- High level interpersonal and negotiation skills, including the ability to deal tactfully and sensitively with clients and service providers.
- Demonstrated ability to perform effectively under pressure, manage multiple tasks, and use initiative and good judgment to resolve problems.
- Experience working in a team in a cross cultural environment would be an advantage.
- Experience providing courteous, effective and helpful assistance to clients in a customer service environment and with a demonstrated ability to resolve situations with difficult clients
- Level of proficiency in operating office software and IT systems, and the capability to learn new programs in a timely manner.
- Understanding of Hong Kong and Macau's social (welfare, health) systems, legal process and procedures is an advantage.

Prospective applicants also need to demonstrate that they are eligible to work in Hong Kong by meeting the local citizenship/permanent resident requirements or being in a position to obtain a work visa.