

LES Position Description

AGENCY	Department of Foreign Affairs and Trade
POSITION TITLE	Casual Passport Officer
CLASSIFICATION	LE3
SECTION	Consular and Passports
REPORTS TO (TITLE)	Consular and Passports Manager
HOURLY SALARY	HKD182.45 plus a loading in lieu of allowances and benefits under T&C
STATUS	Casual (non-ongoing 1 year period, will be called upon on ad-hoc basis)

About The Department of Foreign Affairs and Trade

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

Under direction, the Casual Passport Officer provides high quality passport services, and is responsible for determining eligibility requirements and providing advice to individuals applying for an Australian passport.


The Casual Passport Officer will work during peak passport application periods, and during staff absences. Work may be both scheduled in advance and on a short notice ad-hoc basis.

Key responsibilities of the position include but are not limited to:

- Undertake the provision of passport services to Australian citizens in accordance with the Australian Passports Act and departmental guidelines.
- Respond to routine telephone and email enquiries and refer complex enquiries to senior officers as necessary.
- Assist with the production of emergency passports as required.
- Maintain stock levels of all passport related materials, update the schedule of passport fees and printed instructions, and ensure the destruction of processed records.
- Develop and maintain strong network of key contacts with local authorities, including emergency services organisations in relation to consular and/or passport matters.
- Perform notarial services in accordance with departmental guidelines, including witnessing affidavits or administering oaths.
- Act as sub-collector of public monies received and process financial transactions.
- Assist the Consulate as needed in providing consular assistance to Australian citizens.

Required Qualifications/Experience/Knowledge/Skills

- Knowledge of, and the ability to interpret Australian passport regulations and other relevant legislation, policies and procedures.
- Excellent client services skills and a demonstrated ability to respond to client enquiries through an understanding of local customs and practices.

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- Ability to make sound judgements, analyse issues and provide appropriate solutions to ensure client service obligations are met.
 - Fluent oral and written communication skills in English (required), Cantonese (preferred) and Mandarin (desirable).
 - Ability to manage high volume workloads and with excellent attention to detail.
 - Ability to work as a team player to meet passport key performance indicators and deadlines.
 - Ability to communicate and liaise with different departments as required.
 - Knowledge of laws, treaties, rules and regulations that apply both locally and for foreign countries pertaining to birth, identity and citizenship matters.
 - Ability to quickly acquire knowledge of computer-based systems.

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.