

APPLICATION GUIDELINES

AUSTRALIAN EMBASSY PHNOM PENH

Visa Processing Officer

To apply for the position of Visa Processing Officer, you will need to submit a **one page pitch** (one A4 page maximum) telling us how your skills, experience and qualifications make you the best candidate for the role. You should address the following selection criteria, by using specific, detailed examples from your professional and/or academic background of how you have previously demonstrated the below capabilities (rather than simply stating previous job descriptions/duties).

Selection Criteria

1. Communicate clearly and professionally, both verbally and in writing, in English and Khmer.
2. Knowledge or experience in general office work/processing/client service is desirable.
3. Experience in Microsoft suite of programs.
4. A high level of integrity and the ability to identify and declare conflicts of interest.
5. Personal drive and an ability to work to processing targets.

You will also need to send us a **two page curriculum vitae** (two A4 pages maximum) outlining your professional and academic background.

Applications will be assessed on your ability to demonstrate, against the selection criteria, that you possess or have significant potential to develop the required skills, knowledge, experience and qualifications to perform the role.

If your application is shortlisted, you may be asked to undertake further assessments, such as a writing test, to gauge your ability to perform the role.

The Australian Embassy is committed to providing an inclusive and diverse workplace where all employees are valued. We appreciate the experiences, skills and perspectives of all individuals. We actively encourage applications from women, people with disabilities and people from diverse backgrounds. The selection committee does not require personal information such as date of birth, marital status, height or weight. We do not require a photo.

Applications must be submitted by email to vacancy.cambodia@dfat.gov.au with “**Visa Processing Officer**” as the subject line by 11:30pm of **Wednesday, 16 July 2025**.

Only short-listed candidates will be contacted for an interview.

What should I include in my resume?

The quality of your resume gives readers a vital first impression of you. As a minimum, you should ensure that you include the following elements:

- **Personal Details** – include your name, contact email address and phone numbers.
- **Education** – provide details of any education and qualifications that relate to the job you are applying for.
- **Work Experience** – include relevant work experience and outline the main responsibilities and achievements that relate to the job you are applying for. Organise your employment history in chronological order, starting with the most recent, and indicate actual dates of employment. Make sure to explain any gaps in time.
- **Other Experience** – if relevant, briefly mention any extra-curricular activities, interests or volunteer/community work that you have participated in and highlight what you gained from that experience.
- **Referees** – include the name and contact details of two professional referees who can validate and support your application.
- **Layout** – A resume of no more than two pages showing relevant experience. Use an easy to read font and a simple, consistent format. Use bullet points to break up text. Highlight important facts, and ensure that you can back them up with examples if asked at interview.

What should I include in my one page pitch?

Your one page pitch is a chance to tell us why you are the right person for the job. We want to know why you want to work at the Embassy, what you can offer us, and how your skills, knowledge, experience and qualifications are applicable to the role. In a nutshell – why should we hire you?

Try not to duplicate information that can already be found in your resume, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.