

Visa Processing Officer – Phnom Penh– March 2025

AGENCY	Department of Home Affairs
POSITION NUMBER	
POSITION TITLE	Visa Processing Officer (VPO)
CLASSIFICATION	LE3
SECTION	Home Affairs
REPORTS TO (TITLE)	Senior Migration Officer (SMO) (Home Affairs)

About the Department of Home Affairs

The Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions.

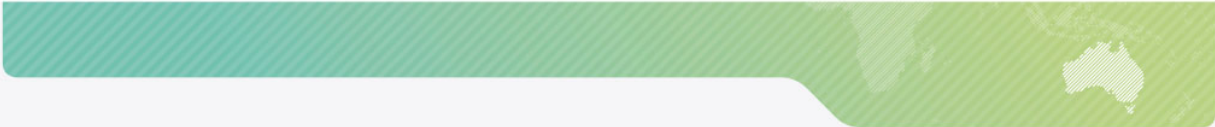
The Immigration Group delivers the permanent migration and temporary visa programs to maximise the long-term economic and social benefits to Australia across the Skilled, Family and Resident Return visa programs, and through Temporary entry to support tourism, education and international relations.

About the position

Under general supervision and within established legislation, policies and procedures, Visa Processing Officers (VPOs) are responsible for assessing and making decisions on Australian temporary and permanent visa applications, including conducting client interviews and performing case integrity investigations.

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

- Undertake visa related casework (assess, investigate, decide), applying the relevant legislation and policy to make lawful and fair decisions in accordance with the relevant guidelines and regulations.
- Conduct client interviews and perform case integrity investigations.
- Undertake moderately complex written tasks, including the preparation of visa decision records and client correspondence.
- Identify and escalate complex or sensitive cases to senior staff according to office protocols.
- Provide interpretation and translation services to Australia-based staff in relation to immigration matters and engagement with government agencies.
- Under close direction, liaise with external stakeholders and undertake representation activities at official functions and other forums.
- Undertake a range of client contact duties in Vietnamese and English, including responding to client enquiries in person, by telephone and in writing.
- Handle accountable documents, client information, and personal identifiers.
- Contribute to section work plans and operational objectives, supporting the management of resources as required, and initiate work practice improvements as necessary.
- Provide a range of administrative support, maintain records and use information stored on departmental systems.



Qualifications/Experience

- Fluency in written and spoken English and Khmer.
- Previous work experience in an application processing or office environment.
- Proficiency in computer software applications, including Microsoft Word and Excel, and the capacity to learn new systems.
- Ability to work as part of a team in a changing, and often, highly pressured and busy work environment. and contribute positively to the work area.
- Ability to interpret work area related policies and legislations in order to make lawful decisions.
- Highly developed time management skills, both individually and as part of a team, and the ability to work effectively, cooperatively and flexibly in a team environment to respond to priorities and meet deadlines.
- Ability to apply ethical work practices and maintain integrity in all aspects of work.
- Ability to convey and receive a range of information in a variety of situations.
- Ability to demonstrate sensitivity to the needs of clients from a variety of backgrounds and with varying demands.