



LES Position Description

AGENCY	DFAT
POSITION NUMBER	PPDFAT22
POSITION TITLE	Consular and Passports Officer
CLASSIFICATION	LE4
SECTION	Consular and Passports Section
REPORTS TO (TITLE)	Second Secretary and Consul

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 general direction, the Consular and Passports Officer will provide the full range of consular services and advice to Australians living and travelling in Cambodia in accordance with DFAT's Consular Services Charter and Australian Government guidelines.

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

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

- Provide consular assistance to Australians and their family members in circumstances that include hospitalisation, arrest, death, welfare issues, missing person cases or crisis situations, in accordance with DFAT's Consular Services Charter. This includes in-person assistance to consular clients through prison and hospital visits.
- Manage and respond independently to consular enquiries, acting as the first point of contact and escalating complex cases to management.
- Liaise with Cambodian authorities and maintain networks with ministries, private organisations, and other missions within the region for consular and passports matters.
- Deliver efficient and secure passport and notarial services, including conducting client interviews and processing applications for Australian travel documents in line with legislation and procedures.
- Maintain accurate reporting and case management, updating consular and passport systems promptly.
- Handle administrative tasks, including fee accounting, passport stock control, statistics monitoring, and reconciliations.
- Provide advice to senior staff, act as on-call Consular and/or Passport Duty Officer when required and assist with the development and maintenance of the Embassy's Crisis Action Plan.
- Perform other duties as directed by the supervisor.

Required Qualifications/Experience/Knowledge/Skills

- Strong customer service skills, with the ability to provide compassionate and effective support to clients in challenging situations.
- Excellent communication skills in English (written and oral) for diverse contexts. Khmer language skills desirable.
- Ability to analyse information and produce clear, accurate reports, with attention to detail.
- Sound judgement and decision-making skills, including discretion and problem-solving under pressure.
- Demonstrated experience in applying legislation and policy in a client-focused environment.
- Ability to manage competing priorities, work independently, and collaborate effectively in a small team.
- Proficiency in Microsoft Office and capacity to learn specialised case management systems.
- Understanding of consular, passport, and protocol functions of an embassy.