

APPLICATION GUIDELINES AUSTRALIAN EMBASSY PHNOM PENH

Consular and Passports Officer

To apply for the position of Consular and Passports 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. Strong customer service skills, with the ability to provide compassionate and effective support to clients in challenging situations in a diplomatic setting.
2. Excellent communication skills in English (written and oral) for diverse contexts, including the ability to analyse information and produce clear and accurate written reports. Khmer language skills desirable.
3. Demonstrated ability to work independently and as a reliable small team member in a changing and highly pressured work environment
4. Ability to follow established procedures and exercise good judgement to make decisions and solve problems.
5. Demonstrated experience using the Microsoft Office suite of applications and the ability to learn specialised software programs related to passport and consular services.
6. An understanding of the consular, passport and protocol functions of an embassy is desirable.

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.

DFAT 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 “Consular and Passports Officer” as the subject line by 11:30pm of **Thursday, 29 January 2026**.

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.