

LES Position Description

AGENCY	DFAT
POSITION NUMBER	PPDFAT24
POSITION TITLE	Consular and Passports Officer
CLASSIFICATION	LE4
SECTION	Consular and Passports Section
REPORTS TO (TITLE)	Second Secretary & 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, passport and notarial services and advice to Australians 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.

Depending on your position, you may be required to undergo additional security and background checks and undertake specific Child Protection e-learning.

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

- Provide consular assistance to Australians and their family members in Cambodia in accordance with DFAT's Consular Services Charter. This includes managing and reporting on cases involving hospitalisations, deaths, missing persons, arrests, deportations or other welfare issues, as well as undertaking in-person visits to prisons and hospitals.
- Provide passport and notarial services, including handling appointments, conducting client interviews, and processing applications for Australian passports in line with Australian legislation.
- Manage and respond independently to public enquiries regarding consular, passport and notarial services, acting as the first point of contact and escalating complex matters to management.
- Support the development and distribution of public information and travel advice to Australians in Cambodia.
- Liaise with Cambodian authorities and maintain networks with government authorities, local service providers, and other foreign missions regarding consular and passports matters.
- Support the development and testing of the Embassy's emergency procedures and contingency plans.

- Handle administrative tasks, such as fee accounting, passport stock control and other compliance activities.
- Perform other duties as directed by the supervisor.

Required Qualifications/Experience/Knowledge/Skills

- Strong customer service and interpersonal skills, with the ability to provide compassionate and effective support to clients in challenging situations.
- Excellent written and verbal English communication skills, with the ability to analyse information and produce clear and accurate reports in English. Khmer language skills are desirable.
- Demonstrated ability to work independently and as a reliable member of a team, in a changing and high-pressured work environment.
- Ability to follow established procedures and exercise good judgement to make decisions and solve problems.
- Demonstrated experience using Microsoft Office applications and the capacity to learn specialised software programs related to passport and consular services.
- An understanding of the consular, passport and protocol functions of an embassy is desirable.