

Position Description – Phnom Penh Post, July 2021

Agency	DFAT
Position number	PPDFAT23
Title	Receptionist and Consular / Passports support Officer
Classification	LE2
Section	Consular and Administration
Reports to (title)	Second Secretary and Consul

About the Department of Foreign Affairs and Trade (DFAT)

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

The Receptionist and Consular / Passports support Officer will be the first point of contact for the Embassy. The officer will provide professional and timely reception, administration, consular and passport support to the Embassy.

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

- Provide reception duties for visitors to the Embassy, responding to routine enquiries and referring complex issues to the relevant section as required
- Receive and connect all incoming callers to the relevant section in the Embassy
- Assist with providing passport and consular support to Australian citizens, in accordance with relevant regulations and guidelines
- Assist the Executive Assistant to the Head of Mission in liaison with Khmer nationals including host government and private sector organisations on protocol issues, in addition to maintaining contact lists for relevant organisations
- Process applications for Certificates of No Impediment and Notarials following international conventions and Australian policies and procedures, and manage the appointments system
- Maintain an electronic document management system (EDRMS), including opening, closing and sentencing files as required
- Receive and receipt revenue for Passport Fees and Consular Fees in accordance with the financial delegations
- Liaise with key stakeholder (attached agencies, government departments, etc.) as required

Qualifications/Experience

- Ability to communicate effectively in English and Khmer both orally and in writing
- Experience in a client focused environment
- Sound organizational skills and attention to detail
- Good keyboard and computing skills