

Position Description – Phnom Penh Post, January 2018

Agency	Department of Home Affairs
Position number	
Title	Visa Processing Officer (VPO)
Classification	LE3
Section	Home Affairs
Reports to (title)	Senior Migration Officer (SMO)

About the Department of Home Affairs (HA)

HA is the Australian Government agency responsible for a diverse portfolio including managing migration, humanitarian, citizenship and border protection policy and programmes.

About the Position

Visa Processing Officers (VPOs) perform a range of administrative functions to assist in the delivery of the Department's temporary and permanent migration programs, within stated processing times, and client service standards. VPO will undertake specialist functions working within Migration legislation. VPO may conduct research and analysis activities, conduct interviews in Khmer and English and make decisions within legislative framework. VPO will correspond both verbally and in writing, in English and Khmer.

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

- Communicate clearly and professionally, both verbally and in writing, in English and Khmer.
- Provide accurate and professional interpreting and translation
- Managing personal case load efficiently and contributing to delivery of team goals
- Responsible for more complex administration and decisions
- Perform research and analysis activities
- Maintain knowledge of migration legislation, regulations and policy in order to make high-quality, lawful decisions on visa applications
- Generate required notification and decision-related correspondence
- Ensure data is correctly recorded on HA systems
- Escalate complex and sensitive cases in accordance with local practice
- May be required to undertake supervisory responsibilities including working with lower classification levels to develop work performance, as well as the planning and coordinating of tasks and workflows.