

## Consular and Passports Officer – Islamabad, November 2015

<b>Agency</b>	DFAT
<b>Position number</b>	9014
<b>Title</b>	Consular and Passports Officer
<b>Classification</b>	LE4 (Monthly salary: PKR109,435)
<b>Section</b>	Corporate
<b>Reports to (title)</b>	Counsellor and Consul-General / Senior Administrative Officer (SAO)

### 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

Under general direction the Consular and Passports Officer provides consular and passports services at the Australian High Commission in Pakistan. The key responsibilities of the position include, but are not limited to:

#### Consular

- Under the guidance of the Consul and Consul-General and in accordance with consular instructions, provide a wide range of consular services to Australian citizens and Australian permanent residents in Pakistan. This includes assistance to those whose welfare is at risk, assistance in cases of detention, child abduction, welfare of minors, hospitalisation and other medical issues, whereabouts, deaths and the provision of general advice.
- Provide courteous, accurate and timely advice and assistance in response to telephone, written and counter consular enquiries.
- Highly effective liaison with officials of the Pakistan Government including police and prison officers, and with lawyers, hospital staff and emergency response teams to assist Australian citizens and Australian permanent residents in need.
- Visit Australian citizens and Australian permanent residents who are in detention or are in hospital, or who may need assistance in complex or sensitive consular matters. This may require travel to locations outside of Islamabad.
- Prepare accurate and timely written reports on consular cases.
- Monitor local media and events in Pakistan that may affect the welfare of Australian citizens and Australian permanent residents and provide any assistance that may be required in response to these events and make recommendations for travel advice updates.
- Provide advice and recommendations on consular cases including on local regulations, procedures, practices and customs.

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- Maintain and update contact details of lawyers and medical service providers in major Pakistani cities.
- Update consular contingency plans annually.
- Perform notarial acts (witness signatures, certify documents etc.).
- Timely and accurate recording of consular statistics.

### **Passports**

- Under the guidance of the Consul and Consul-General and in accordance with the Australian Passports Act and related laws, provide efficient, prompt and secure Australian passport services to clients in Pakistan.
- Acquire and maintain an understanding of relevant legislation, regulations, and guidelines relating to issuing Australian passports and other travel documents.
- Interview applicants to determine passport eligibility and make recommendations on the issue of Australian travel documents.
- After approval, produce and issue emergency travel documents.
- Detect and report fraudulent passport applications.
- Provide courteous, accurate and timely advice and assistance in response to telephone, written and counter passport enquiries and liaise effectively with passport clients and the Australian Passport Office in Canberra to resolve complex passport issues and queries.
- Reconcile monthly passports revenue and follow up promptly on any discrepancies.

### **Other duties**

- Calculate consular and passport fees at the start of each month using the exchange rate at the time, and recommend changes if required.
- Provide training to and supervise the back-up Consular and Passports Officer in passport and consular matters.
- Conduct the annual asset stocktake (this is a separate administrative function)
- Perform other duties as required, including back-up duties for other administrative positions in the High Commission.

### **Selection Criteria**

- At least 2 years of professional experience in an office environment where you have demonstrated sound judgement, professional integrity, initiative and a flexible approach to solving complex problems. Experience similar to those outlined under “About the Position” will be considered an added advantage.
- Sound understanding of general administrative procedures in an office environment. The ability to maintain confidentiality and handle sensitive matters. A strong ability to work well under pressure and prioritise competing tasks to meet deadlines.
- Demonstrated interpersonal skills including strong customer services skills, and an ability to work cooperatively in a team and undertake duties with limited supervision.
- Excellent oral and written communication skills in English and Urdu. An advanced ability to communicate effectively at all levels. Demonstrated high level of competency and confidence in using IT systems, including Microsoft Office programs.
- Willingness to be contactable by phone after hours to assist with urgent consular matters and to travel outside of Islamabad when there is a need to do so.

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### **Submitting your Application**

Please download and complete the recruitment package for the Consular and Passports Officer position. Your completed application package must be emailed by midnight 8 December 2015 (Pakistan Standard Time) to [Jobs.AHC-Islamabad@dfat.gov.au](mailto:Jobs.AHC-Islamabad@dfat.gov.au). Please specify the job title and your name in the e-mail subject line.

Late or incomplete applications will not be considered. You do not need to include a cover letter.

Only shortlisted applicants will be contacted for interview by the Australian High Commission, Islamabad. Successful applicants will be offered a two-year contract of employment that may be extended subject to agreement between the employer and employee. A probation period applies.