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| **Agency** | Australian Office, Taipei |
| **Position number** | TP021 |
| **Title** | Consular and Passports Officer |
| **Classification** | LE4 |
| **Section** | Consular and Administrative Section |
| **Reports to (title)** | Deputy Director |

**About the position**

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.

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

* Provide efficient and secure passport and notarial services to Australians in Taiwan, including conducting client interviews and processing applications for Australian travel documents, in accordance with the Australian Passports Act and departmental procedures.
* Provide courteous, effective and helpful advice and assistance to Australians and provide support to their family members in circumstances that include hospitalization, arrest, death, welfare, whereabouts or crisis situations in accordance with the consular handbooks.
* Develop and maintain a strong network of key contacts with local authorities, including emergency services organisations, in relation to consular, contingency planning and passport matters.
* Represent and promote the interests of Australian at a range of forums, events and meetings and provide advice on Australian consular, passport and notarial services.
* Develop and maintain post’s contingency planning such as post’s Crisis Action Plan.
* Draft consular travel advice and other consular/passport/notarial related updates to post’s social media.
* Manage a range of administrative functions, including accounting for fees collected from clients, maintaining consular and passport statistics and undertake reconciliations.
* Prepare routine reporting and correspondence on consular and passport matters and ensure work is recorded into the appropriate consular and passport databases and filing systems.
* Perform other duties as directed by supervisor.

**Qualifications/Experience**

* Able to interpret. Follow and accurately implement instructions and guidelines, make sound judgments.
* Ability to be discrete, tactful and empathetic.
* Capable of working independently and as a part of a highly functioning team.
* Good English and Mandarin written and oral communication, negotiation and interpersonal skills.
* Demonstrated ability to perform effectively under pressure, using initiative and good judgment to resolve problems, and experience cross cultural team environments.
* Demonstrated administrative skills, including the ability to prepare written reports, account for finances, and flexibility in managing multiple tasks.
* Experience in providing courteous, effective and helpful assistance to with clients in a customer service environment including resolving difficult situations with clients.