



AUSTRALIAN CONSULATE-GENERAL
HONG KONG
澳洲駐香港總領事館

Position Number	11462; 11464
Title	Administrative Services Officer (Full-time)
Level	LE 2
Monthly Salary	HKD18,742
Agency	Department of Immigration and Border Protection
Section	Permanent and Temporary Entry/Business Skills
Reports to (title)	Manager - Permanent and Temporary Entry/Business Skills
Status	Up to twelve month contract only Full-time (five full days per week)

The Australian Consulate-General is seeking applications from suitably qualified persons for two locally engaged Administrative Services Officer positions to work as part of a team delivering Australian visa and citizenship services in Hong Kong.

The first of these position will commence in August 2017 with the second position becoming available in September 2017. These contracts will include a three month probation period. Benefits such as medical insurance, Chinese New Year Bonus, paid annual leave, flexible working hours and other staff entitlements in accordance with the Consulate's Locally Engaged Staff Terms and Conditions of Employment will be offered to successful candidates. Applications are due by **24 July 2017**.

Relocation costs are at the expense of the officers, including travel, personal effects and accommodation in Hong Kong. The successful applicants must have permission to work in Hong Kong however the Consulate can provide a supporting letter to assist in obtaining an appropriate work permit.

In considering these positions, applicants should be aware of Australian taxation arrangements for Australian citizens working overseas.

The Department of Immigration and Border Protection (DIBP)

The Department of Immigration and Border Protection manages migration, temporary entry, humanitarian and citizenship policy and programmes on behalf of the Australian Government. It also works to keep Australia secure through border management and facilitates travellers crossing the border. It strives to make fair and reasonable decisions for people entering or leaving the country, ensuring compliance with Australia's immigration laws and integrity in decision-making.

About the position

These positions facilitate visa and citizenship application processes and act as the first point of contact for clients with the Department.

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

- Process certain categories of visa and citizenship applications;



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- Ensure client emails and voicemails are responded to in a professional, concise and timely manner;
- Interview clients and make requests for information as required;
- Receipt payments for temporary and permanent visa applications;
- Perform research on refund provisions and make recommendations to delegate for refund;
- Liaise with other work units within the department and with key stakeholders on more routine matters;
- Compile/reconcile statistics to assist manager on reporting functions;
- Provide advice, guidance and mentoring of new staff on procedural matters;
- Organise internal and external conferences and meetings as required;
- Maintain/organize case files, check existing files and refer cases to case officers; and
- Provide translation services as required.

Selection Criteria

Please ensure that your one-page pitch addresses the following:

- Good knowledge or the ability to quickly acquire knowledge of Australian migration legislation and policy, the ability to interpret and apply legislation and sound judgement in decision making;
- Strong interpersonal and liaison skills and the ability to provide services and quality advice to clients from diverse backgrounds;
- Well-developed organisational skills, critical co-ordination skills, good written and oral communication skills, and sound information technology skills;
- Demonstrate initiative, good time managements skills and the ability to achieve work goals;
- Ability to work well in a team, in a busy high-volume work environment; and
- Demonstrate flexibility and willingness to contribute to and promote continuous improvement in the workplace and to participate in the implementation of changes in the organisation.

Fluency in spoken and written English is essential, and proficiency in Putonghua and Cantonese is highly desirable.

DIBP employees are expected to adhere to the Australian Public Service values and employment principles in terms of performance and standards of behaviour.