



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

Position Number	11115
Title	Passport Officer (Full-time / Part-time / Casual)
Level	LE 3
Monthly Salary	HKD22,813 (Full-time, prorated for part-time) HKD140 per hour, plus a loading in lieu of allowances and benefits (Casual)
Agency	Department of Foreign Affairs and Trade
Section	Consular and Management
Reports to (title)	Consular and Passports Manager
Status	One-year contract Full-time (five full days per week) Part-time (two to three days per week, full and/or half-day basis) Casual (ad hoc basis)

The Australian Consulate-General, Hong Kong is seeking applications from suitably qualified persons for locally engaged Passport Officer positions. 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 **1 May 2017**.

Department of Foreign Affairs and Trade (DFAT)

The Australian Government's Department of Foreign Affairs and Trade (DFAT) helps make Australia stronger, safer and more prosperous by promoting and protecting our interests internationally and contributing to global stability and economic growth. We provide foreign, trade and international development policy advice to the government, and work with other government agencies to coordinate Australia's pursuit of our global, regional and bilateral interests. We have a dedicated and professional workforce.

Officers are highly skilled at their work, which includes developing and implementing policy, negotiating international agreements, delivering high quality international development assistance, providing professional corporate management support and delivering high quality consular and passport assistance to Australian travellers.

About the position

The Passport Officer is responsible for determining eligibility and providing advice to persons applying for an Australian passport.

The key responsibilities of the position include:

- Respond to front counter enquiries and take appropriate action on consular, passport, notarial acts, customs and general information matters;
- Respond to telephone and email enquiries;
- Refer complex enquiries to the Consul (Consular) and other officers, as necessary;



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

- Process passport applications in accordance with the Australian Passport regulations. Conduct statutory and regulatory checks on applications;
- Assist with the production of issuing Emergency Passports;
- Assist with notarial acts as required; *
- Undertake passport interviews in Macau during the monthly visit to Macau; *
- Act as sub-collector for public monies received at the reception counter. Pass collections to the Cashier daily; and
- Assist the Consulate with external presentations on Consular and Passport services. *

Note: Casual Passport Officer is not required to perform the duties marked “*”, but may also be requested to assist with other duties such as Australian state and federal elections.

Selection criteria

The successful candidate will possess the following attributes:

- Reasonable knowledge or ability to interpret Australian passport regulations and other relevant legislation, policies and procedures;
- Knowledge of provisions of law, treaties, rules and regulations pertaining to birth, identity, and citizenship matters concerning local and foreign countries;
- Excellent client services skills and demonstrated ability to solve clients’ inquiries including local knowledge and practices;
- Ability to make sound judgements and problem solving to ensure client service obligations are met;
- Fluent in spoken and written English (required), Cantonese (preferred) and Mandarin (desirable). Excellent oral and written communication skills;
- Ability to manage high volume of workload and extract key information when required;
- Ability to work as a team player to meet Passport Key Performance Indicators and deadlines;
- Ability to communicate and liaise with different parts of the Consulate and DFAT; and
- Demonstrated knowledge or the ability to quickly acquire a sound knowledge in the use of computer-based systems.

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