



Passports and Consular Officer/Receptionist

AGENCY	Department of Foreign Affairs and Trade
POSITION NUMBER	SUV013
POSITION TITLE	Passports and Consular Officer/Receptionist
CLASSIFICATION	LE3
SECTION	Suva
REPORTS TO (TITLE)	Second Secretary (Management) and Consul

About The Department of Foreign Affairs and Trade

The role of the Australian High Commission through 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 Passports Officer and Receptionist will undertake the delivery of passport services to Australian citizens in Fiji and manage the Australian High Commission's reception area, handling in-person, telephone and email enquiries. The role will also provide consular support as required.

Key responsibilities of the position include but are not limited to:

- Provide passport services to clients, including conducting passport interviews, scanning passport documentation and processing passport applications
- Process and issue emergency passports in accordance with relevant policies and guidelines
- Maintain stock levels of all passport related materials including application forms, travel documents and laminates
- Certify documents, perform notarial services and maintain the online records of services provided to Australian citizens
- Act as the first point of contact for passport and notarial enquiries, including management of the passports mailbox and provision of advice to clients
- Assist in the management of passport and consular fees, issue receipts and deliver collections via Cash Desk and Glider Pay
- Provide routine consular services and deliver consular support
- Maintain a list of key consular and passport contacts, including lawyers and medical services
- Undertake reception and switchboard duties, receive visitors, manage correspondence and deliveries, and respond to routine enquiries

Required Qualifications/Experience/Knowledge/Skills

- Strong administrative and organisational skills, including ability to exercise good judgement and work autonomously
- Highly developed written and oral communication skills and excellent interpersonal skills, including the ability to provide advice to internal and external stakeholders

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- Sound information and communication technology skills and proficiency in the Microsoft Office suite of applications
 - Proven ability to work in an adaptable and responsive manner in a dynamic work environment
 - Demonstrated experience and/or knowledge of passports or consular operations is desirable
 - Holds an unrestricted and valid drivers license