



Australian Consulate-General
Makassar, Indonesia

Consular & Passport / Administration Assistant (DFAT, Australian Consulate-General Makassar)

Position Reference: 41103

Level 4: IDR 8,659,512 per month

Department of Foreign Affairs and Trade, Australian Consulate-General Makassar

Ongoing, Full-time

Reports to: Senior Administrative Officer (SAO)

The opportunity

The Australian Consulate-General is seeking a Consular & Passport / Administration Assistant to deliver services to Australian citizens in Eastern Indonesia. The ideal candidate should be a good networker and be able to build productive working relationships with Australian citizens and Indonesian government officials. We are looking for an independent worker who can follow detailed instructions and understand complex regulations. A capacity to creatively solve problems is critical, and fluency in both English and Bahasa Indonesia is essential. This position may involve some domestic travel, often at short notice.

Our ideal candidate

We are looking for the ideal candidate that possesses the required qualification and skills specified in the attached position description.

Who we are

We are a motivated and professional team with a wide variety of qualifications and backgrounds. We welcome people with private-sector experience. We value people with ideas, the ability to present them persuasively, and the drive and skill to see them adopted. We take pride in our reputation for acting with integrity and discretion. We seek greater diversity in our workforce.

What we offer

- A diverse and inclusive workplace and attractive remuneration package
- Exciting and fulfilling work at the heart of Australia and Indonesian bilateral relations
- The opportunity to work with strong, smart, visionary and experienced leaders who encourage and support you to develop your interests and expertise and achieve your ambitions.

How to apply

Submit an application directed to Tanya Mahindria, Recruitment Officer, jakartajobapplications@dfat.gov.au with subject: **Makassar – Consular & Passport** by no later than **Thursday, 27 April 2017**. As part of your application you will need to provide:

- A Curriculum Vitae of no more than two pages including two referees.
- A 1-2-page essay of no more than 1,000 words telling us how your skills, experience and qualifications makes you the best candidate for this opportunity

Tell us why you are the right person for the job. We want to know why you want to work at the Australian Consulate-General Makassar, why you are interested in the role, what you can offer us, and how your skills, knowledge, experience and qualifications are applicable to the role. In short – why should we hire you?

Try not to duplicate information that can already be found in your resume, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.

Who to contact

All queries relating to job applications should be directed to Tanya Mahindria, Recruitment Officer via email jakartajobapplications@dfat.gov.au

No phone enquiries will be taken and only short-listed applicants will be notified.

Things to note

Australian Consulate-General Makassar employees are expected to adhere to the Locally-engaged Staff Code of Conduct and employment principles in terms of performance and standards of behaviour.

Advancing the interests of Australia and Australians internationally

Position Description – Makassar Post, July 2016

Agency	Department of Foreign Affairs and Trade
Position number	41103
Title	Consular & Passport / Administration Assistant
Classification	LE4
Section	Consular and Administration
Reports to	Senior Administrative Officer (SAO)

About the Australian Government's 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

The occupant of this position is responsible for providing consular and passports services to Australian citizens and permanent residents overseas.

The key responsibilities for this position include, but are not limited to:

- Provide a range of consular services advising and assisting Australian citizens
- Provide a range of passport services, including client interviews to Australian citizens in accordance with the Australian Passports Act
- Respond to consular and passport enquiries from the general public in person, by telephone and by email
- Provide timely advice and reporting on consular and passport cases, including the drafting of correspondence
- Provide a range of notarial acts and services
- Assist with post's accounts payables process by liaising with suppliers, preparing accounts for payments and obtaining relevant spending approvals in accordance with financial policies
- Assist in the management of post's security program by liaising with contractors and police, and developing security plans

- Record all work into the appropriate consular and passport database and filing system
- Maintain consular and passport statistics and undertake reconciliations
- Undertake research and provide input into travel advisories, contingency plans and the Embassy's Crisis Action Plan (CAP)
- Manage the post's warden network
- Develop and maintain a strong network of key contacts with the Indonesian government, local authorities and private organisations in relation to consular and passports matters
- Provide translating and interpreting services as required
- Perform Local Area Network Administrator (LANA) duties
- Assist with events and visit management
- Assist with management of Makassar's Direct Aid Program

Qualifications/Experience

- Demonstrated knowledge or experience in consular and passport services.
- High-level written and oral communication skills and an ability to translate and interpret between English and Indonesian.
- Strong client liaison skills.
- Basic finance skills.
- Strong capacity to exercise discretion and judgement.
- Ability to prioritise and meet tight deadlines.
- Proficiency in Microsoft Office software applications.