



RECEPTIONIST/CONSULAR AND PASSPORT ASSISTANT **AUSTRALIAN EMBASSY – ABU DHABI**

AUSTRALIAN EMBASSY ABU DHABI

The Embassy advances the interests of Australia and Australians in the UAE. This involves strengthening Australia's security, enhancing Australia's prosperity, and providing consular assistance to Australians. The Department of Foreign Affairs and Trade (DFAT) is the lead agency managing Australia's international presence and coordinates with other government agencies to ensure that the pursuit of Australia's interests. We have a dedicated and professional workforce from a variety of countries.

POSITION DETAILS

Title: Receptionist / Consular and Passport Assistant

Term: Full-time fixed contract

Agency: Department of Foreign Affairs and Trade

Classification: LE3

Salary: AED 92,340– AED 99,952 per annum plus AED 71,000 per annum housing allowance

Closing Date of Applications: Saturday 26 August 2017, 11.30pm

DUTIES

The Receptionist / Consular and Passport Assistant is responsible for reception duties for the Australian Embassy in Abu Dhabi. The position also supports the Consular team to provide a range of consular and passport services and advice to Australian citizens living and travelling in the UAE.

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

- Undertake reception and switchboard duties, and respond to routine consular and passport enquiries from the general public
- Maintain the calendar for post's client appointment system and manage public holiday notifications
- Perform cashier duties and receive, keep in safe custody and account for public monies in accordance with relevant financial policy
- Record all work into the appropriate consular and passport database and filing systems
- Maintain records of consular, passport and notarial statistics
- Assist the Consular team to provide a range of consular services advising and assisting Australian citizens
- Assist the Consular team to provide a range of passport services, including client interviews to Australian citizens in accordance with the Australian Passports Act
- Assist the Consular team to provide a range of notarial acts and services
- Maintain the Online Register of Australians Overseas (ORAO) in the UAE

QUALIFICATIONS/EXPERIENCE

- Demonstrated professional experience in performing reception duties
- Experience in, or ability to learn consular and passport services.
- Sound written and oral communication skills in English and Arabic.
- Strong client liaison skills.
- Strong capacity to exercise discretion and judgement.
- Ability to prioritise and meet tight deadlines.
- Proficiency in Microsoft Office software applications.

APPLICATION

Your application should comprise a one (1) page statement detailing your strong skills and experience against the duties and qualifications listed above. You should also send a resume of no more than two (2) pages, including contact details for two (2) professional referees.

Applications and enquiries should be emailed to abudhabi.recruitment@dfat.gov.au

Applications that do not comprise both a substantive one page statement and resume **will not be considered**. Only shortlisted applicants will be contacted.

ASSESSMENT

Applications will be assessed by a Selection Panel and a shortlist established for interview. The interview will test your claims against the criteria above, your suitability for the role and your English and Arabic language skills. Once interviews are held, an offer will be made to the applicant considered as most suitable for the role.

DIVERSITY

We are committed to building a workforce that reflects the diversity of the Australian community and to fostering a positive workplace where people treat each other and the community with respect. Our recruitment decisions are made on the basis of merit and we do not discriminate on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin. Our employees enjoy equity and fairness in the workplace, opportunities for professional development, and support to balance their work and private lives.

The Embassy aims to ensure its recruitment processes are inclusive of people with disabilities and strongly encourages people with a disability to apply. We are committed to making reasonable adjustments for people with a disability in our selection processes and for our employees in the workplace.