



Embassy of Australia  
Seoul

## Job Vacancy

### Consular and Passport Officer

**Position number:** Multiple vacancies

**Reports to:** Senior Consular and Passport Officer

#### Key conditions of service

The Australian Embassy in Seoul offers an attractive employment conditions package, a friendly and supportive work culture, and a comfortable office environment. Key conditions of service for this position are set out below.

#### Position Level and Salary

- Locally Engaged Staff Level 3 with a starting gross salary of KRW 44,479,212 per annum.

#### Employment period

- This is a permanent position. The successful applicant will be engaged initially on a 12-month fixed-term contract, with extension subject to performance. This includes a 3-month probation period.

#### Standard working hours

- Monday to Friday, 37.5 hours per week. Non-standard hours worked will be offset by flexible leave time or time off in lieu or overtime payments.

#### Leave

The Embassy offers generous annual leave provisions, including:

- Recreation leave: up to 25 days per year (accrued monthly)
- Personal leave: up to 10 days per year (includes sick leave and carer's leave)
- Special leave: up to 5 days per year

#### Performance Management

- All staff participate in the Embassy's Performance Management System. Any increases in salary are dependent on performance-based outcomes.

#### Relocation/Travel Assistance

- The Embassy does not offer relocation or travel assistance for this position.

#### How to apply

Applications must include **all** the following:

- Completed Embassy application form,
- A written statement in English (no more than 1,000 words) directly addressing why you are the best person for the job, against the position description, and
- Curriculum vitae.

Materials should only be submitted in **Microsoft Word** or **PDF formats** to [seoul.recruitment@dfat.gov.au](mailto:seoul.recruitment@dfat.gov.au).

Please indicate your full name and the position title in the subject line.

#### Application closing time and date

- **09:00am (Korea Standard Time) Monday, 14 October 2024.** Applications received after the closing time and date will not be considered by the Selection Advisory Committee.

## **Other Requirements**

- The Embassy does not sponsor visas. All non-Korean citizens must independently hold an appropriate visa to work in the Republic of Korea.
- The successful applicant will be required to submit to a probity check which will include obtaining police clearances and undergo a pre-employment medical examination to determine fitness for duty.

## **Note**

In order to manage the recruitment process efficiently, only applicants who are successfully shortlisted for further assessments (typically written exercise or interview) will be contacted. If you have not been requested to attend an interview within four weeks of the closing date, please assume that your application has not been successful on this occasion.

If you are placed on a merit list, this means that while you may not receive an offer of employment in the process you applied for, you may be considered for similar roles that arise in the Australian Embassy over the next 18 months.



## LES Position Description

<b>AGENCY</b>	Department of Foreign Affairs and Trade
<b>POSITION NUMBER</b>	Multiple vacancies
<b>POSITION TITLE</b>	Consular and Passport Officer
<b>CLASSIFICATION</b>	LE3
<b>SECTION</b>	Corporate & Consular Services Section
<b>REPORTS TO (TITLE)</b>	Senior Consular and Passport Officer
<b>EMPLOYMENT TYPE</b>	On-going (Permanent)

### About The Department of Foreign Affairs and Trade

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

As a Consular and Passport Officer, you will assist in a range of consular cases, assisting Australians in difficulty in South Korea. Under general direction, you will provide support to clients and their family members in circumstances that include hospitalisation, arrest, death, welfare, whereabouts or crisis situations and provide advice to the Senior Consular and Passport Officer on simple cases, including recommendations for solutions. You will also support the management of the operational aspects of the Australian Embassy's crisis response mechanisms.

This position also provides efficient and secure passport and notarial services to Australian citizens in South Korea. You will conduct passport interviews and process applications whilst providing courteous, effective and helpful advice and assistance to Australians throughout South Korea.

This position may be required to provide emergency consular assistance outside of office hours, and travel on an ad hoc basis. This includes participating in an after-hours on-call duty roster.

### Key duties of the position include but are not limited to:

- Provide a range of consular services and advise and assist Australian citizens in line with the Consular Services Charter.
- Identify and develop solutions and provide advice to the Senior Consular and Passport Officer for simple and/or sensitive consular matters.
- Arrange and actively participate in consular visits to hospitals, morgues, detention centres, prisons and other service providers.
- Develop and maintain effective working relationships with a range of stakeholders, including South Korean government authorities (e.g. Korean Police, hospitals, detention centres and prisons).

- 
- Liaise and build rapport with clients and their families, involving the provision of consular protection to Australian citizens who require emergency consular assistance.
  - Assist and contribute to the Australian Embassy's crisis management capability through supporting operations during crisis response.
  - Provide a range of passport services, including client interviews with Australian citizens in accordance with the Australian Passports Act.
  - Respond to a range of 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 consistent with Australian legislation and guidelines.
  - Undertake a range of administrative functions, including the processing of client fees.
  - Other duties as directed.

### Qualifications/Experience

- Experience in customer client services, consular case management, crisis preparedness or crisis management highly desirable.
- Previous experience dealing with Korean Government Agencies on a range of issues.
- Demonstrated ability to work with limited supervision to prioritise tasking and manage workflow.
- Excellent attention to detail and customer service attitude.

### Our Ideal Candidate/Capabilities required

- Strong interpersonal and communication skills (in spoken and written Korean and English), including the ability to deal tactfully and sensitively with clients and service providers and an ability to exercise sound judgement and problem solve.
- Strong time management and organisational skills and a proven record of flexibility in a dynamic work environment.
- Ability to obtain and enact knowledge of legislation and policy related to the issuing of passports and travel documents.
- The ability to work cooperatively, efficiently, and flexibly as a member of a small team.