



Australian Government
Department of Immigration and Border Protection
Visa Office, Australian Consulate-General, Shanghai

EXPRESSION OF INTEREST
Administrative and Visa Service Officer

The Visa Office of the Australian Consulate-General in Shanghai forms an integral part of the operations of the Australian Department of Immigration and Border Protection in China.

The Visa Office is seeking applications from suitably qualified candidates. Successful candidates will be offered an initial contract of twelve months.

Applicants must be Chinese citizens.

The successful candidates will be expected to undertake the duties described below. This selection exercise will also be used to establish an order of merit for appointments at the Visa Office in the next 12 months.

Visa Officer Duties:

1. Provide administrative services to Visa Office clients, both in person, through telephone, general correspondence and email.
2. Data entry, including registrations of visa applications, financial and file management.
3. Assist with the assessment of applications for Australian visas in accordance with Australian legislative and policy framework.
4. Translate documents from Chinese into English, or, from English into Chinese and to undertake interpreting duties as required.
5. Prepare correspondence, both in English and Chinese.
6. Assist in other administrative support duties, such as record keeping and file handling, as required.

The successful applicant will meet the following selection criteria:

1. Strong interpersonal skills and the ability to maintain high standards of client service.
2. High level written and oral English language skills and an ability to act as an interpreter and correspond in both English and Chinese.
3. An ability to understand, apply and communicate complex legal and policy directions.
4. An ability to work effectively with minimum supervision and meet deadlines.
5. Sound judgement and the ability to cope with large volume of work while maintaining high standards of productivity and accuracy.
6. Capacity to work as a team member.
7. Proficiency in standard Microsoft Office Suite, e.g. MS Word, MS Excel, MS PowerPoint etc.



Australian Government
Department of Immigration and Border Protection

8. A tertiary educational qualification is preferred.

People interested in employment in the above positions should lodge the following:

- **An application in English**, outlining the skills, abilities and personal qualities that show they meet each of the above the selection criteria (maximum 2 pages);
- A Curriculum Vitae (CV) (maximum 2 pages); and
- Details of two work referees.

Applications which do not address the selection criteria will not be considered.

In order to manage the recruiting process more effectively, only those candidates who have been short-listed will be contacted. If you have not received any communication from the Visa Office within the next four weeks after the close of application, please consider your application unsuccessful.

Shortlisted applicants will be required to attend a short interview with a panel comprising of a Locally Engaged Employee and an Australian officer of the Australian Consulate-General in Shanghai.

Referees may be consulted for feedback on work performance and verification of work claims.

Applications should be submitted via email to recruitment-sh-diac@dfat.gov.au by close of business on **Friday 07 August 2015**.