



AUSTRALIAN CONSULATE-GENERAL Shanghai

JOIN OUR TEAM!

We are seeking a motivated, dynamic and reliable person to fill the following position:

- Consular and Passport Officer position (LE4)

Applications are open to Chinese and Australian nationals only.

You will find a guide to the position description and selection criteria for this position below.

Your application should include:

- a brief statement of claims addressing the selection criteria (maximum 2 pages)
- curriculum vitae; and
- contact details for two work-related referees

Applications close **at 12pm on Wednesday 1 June 2016**, and should be emailed to acgshanghai.recruitment@dfat.gov.au.

Enquiries can be directed to Ms Teresa Dai on +86 21 2215 5262 or teresa.x.dai@dfat.gov.au

The following outlines the main duties of the position:

- provides positive and efficient reception services, including responding to telephone and email queries from the public
- provides the full range of passport services to Australian citizens in line with the Australian Passports Act (policies available at www.passports.gov.au)
- Under guidance from the Consul, provides the full range of consular services to Australians and their families in Shanghai and within post's consular jurisdiction in accordance with the Australian Government's Consular Charter (available at www.smarttraveller.gov.au)
- prepares and maintains English language consular records, the Consulate's consular information system and the Consular Contingency Plan
- Perform research and analysis activities and report on findings.
- interprets and translates between English and Chinese
- arranges and undertakes travel
- cashier duties
- performs other duties as directed.



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Selection Criteria

We will be judging applications against the selection criteria. Please submit a two page statement addressing the following criteria:

- . Ability to liaise, negotiate and consult with a wide range of internal and external stakeholders, including local authorities and service providers.
- . Ability to respond effectively to and manage distressed individuals and/or situations with tact and compassion.
- . Fluent English and Mandarin language skills.
- . Demonstrated ability to take initiative, recognise opportunities for improvement, and implement change.
- . Strong interpersonal and communications skills to work well in a team.

The selection process may include a bilingual (English and Mandarin) written test and interview.

Knowledge or experience with the Chinese legal system is an advantage but not essential.

You may find the following guide helpful in addressing the selection criteria:

<http://www.apsc.gov.au/publications-and-media/current-publications/cracking-the-code>