



AUSTRALIAN EMBASSY

Job Vacancy – Locally Engaged Employee – Visa Officer

The Australian Embassy in Amman is seeking high-performing, pro-active and service-focussed persons to work in the Department of Home Affairs section within the Embassy. The position's responsibilities will include assessing visa applications against Australian legal requirements, drafting and finalising a diverse range of client documentation, communicating with clients, identification and escalation of complex cases and the administration of client records.

Main tasks:

- Assess and decide migration visa applications against legislative and policy requirements. Note information on the Department of Home Affairs visa programs can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing>
- Provide excellent client service including responding to visa applicant enquiries
- Conduct client interviews and/or provide high quality interpreting services during client interviews (In addition to **Arabic** speakers note **Farsi, Dari, Pashto, Kurdish (Kumanji), Urdu and Turkish** speakers are also encouraged to apply).
- Access and interrogate multiple departmental systems when assessing visa applications
- Apply excellent organisational skills to work efficiently and balance competing priorities
- Act with a high degree of professionalism and integrity at all times

Selection criteria:

1. Ability to research and analyse complex evidence or material and make high-quality recommendations for decision-makers
2. Effectively manages their own performance to continually deliver high quality results in a dynamic work environment involving shifting timeframes or priorities
3. Demonstrated excellence in customer service and/or case management
4. Supports effective team work including by working collaboratively and communicating with others effectively

Additional competencies:

- Must be competent in both **Arabic** and **English** and be able to interpret between both languages

- Candidates fluent in either **Farsi** (Persian), **Dari, Pashto or Hazaragi** (Afghan languages), **Turkish, Urdu or Kurdish (Kurmanji)** are also encouraged to apply as the Department processes visa applications from different nationalities.

Applications must include:

1. A short resume (maximum two pages);
2. A written response addressing each of the selection criteria listed above. Note:
 - a. There is a strict 250 maximum word limit per each criteria.
 - b. Please base your responses on your previous work experience (use work examples). You may use the same work example to address more than one selection criterion if you wish. You are encouraged to use the STAR method when describing your work example:
 - Situation - describe the situation you were faced with
 - Task – what was the task/s you were responsible for?
 - Action – what steps did you take to address the issue and if relevant, why did you choose this course of action?
 - Result – what outcomes or benefits did your action/s achieve?
3. The contact details of at least two work referees.

Please forward applications no later than **COB 28 October 2020** to:

Job Vacancy – Visa Officer

Australian Embassy

PO Box 35201 – Amman 11180

Fax: 580 7001

E-mail: amman.applications@dfat.gov.au

Note:

- Incomplete or late applications will not be accepted. Any enquiries should be directed to the above email address.
- The Australian Government is an equal opportunity employer. We have a non-discriminatory work environment.
- Visa officers are typically employed as Locally Engaged - Level 3 officers. New staff are employed on 12 month contracts with a three-month probationary period.
- Recent graduates in related fields are encouraged to apply.