# AUS T R AL I AN E M B AS S Y U L AANB AA T A R

Vacancy – Corporate Services Officer

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| Agency | Department of Foreign Affairs and Trade |
| Title | Corporate Services Officer |
| Position number | UL007 |
| Classification | LE3 (MNT $28,147,779) |
| Status | Ongoing, Full-time |
| Closing date | Wednesday, 26 September at 5:30PM |

## What we do

The Australian Embassy in Ulaanbaatar is responsible for advancing Australia’s interests in Mongolia. We work closely with the Mongolian Government and business community to promote Australia, pursue our foreign policy, trade and security interests, delivering an effective and high quality overseas aid program and support Australian businesses in Mongolia. The Embassy also provides consular, passport and notarial services to Australians in Mongolia.

## Who we are

We are a motivated and professional team with a wide variety of qualifications and backgrounds. We welcome people with private-sector experience. We value people with ideas, the ability to present them persuasively, and the drive and skill to see them adopted. We take pride in our reputation for acting with integrity and discretion.

## What we are trying to achieve

We have a dedicated and professional workforce. Officers are highly skilled at their work, which includes delivering an effective and high quality overseas aid program, developing and implementing policy, providing professional corporate management support and delivering high quality consular and passport assistance to Australian travellers.

## The opportunity

Working with the Office Manager and Administrative team, provide high quality professional corporate services for the embassy by, assisting in the consular, passport, administration/reception and IT functions of the Embassy.

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

* Provide reception services to embassy clients and visitors, provide visitor passes
* Operate the embassy switchboard, maintain the embassy telephone directory and manage the Australian Embassy email account
* Answer routine enquiries regarding Australian passports, notarial services, visas and other areas of information
* Act as cashier using the EFTPOS machine and provide receipts through Cash Desk
* Prepare, check and process accounts payable and receivable, prepare VAT returns and assist with other financial tasks
* Carry out Australian passports functions, including interviews and with a special focus on ensuring that all passport applications, including emergency passports are promptly processed and entered into PICS/ Tardis.
* Ensure that all Embassy notarial and passport information, databases and statistics, are current and accurately maintained.
* Manage the local IT and AV systems, including hardware and software support, maintenance and procurement, including day-to-day desktop IT support; Embassy and Residence AV equipment and fit-out; Embassy mobile devices.

## Qualifications/Experience

* Fluent written and spoken English and Mongolian language skills
* Ability to interpret and implement relevant Australian Government legislation and policies
* Demonstrated ability to provide services to a wide range of corporate and public clients
* Demonstrated problem-solving skills; initiative and ability to work with limited day-to-day direction from supervisor
* Demonstrated organisational and time management skills; attention to detail; flexibility to undertake a wide range of tasks
* Excellent computer skills, particularly word processing and database management, as well as demonstrated IT and AV management and troubleshooting skills

## What we offer

* A diverse and inclusive workplace and attractive remuneration package
* Exciting and fulfilling work in a diplomatic mission
* The opportunity to work with strong, smart, visionary and experienced leaders who encourage and support you to develop your interests and expertise and achieve your ambitions

## How to apply

Submit an application in English to [**mongolia.embassy@dfat.gov.au**](mailto:mongolia.embassy@dfat.gov.au)by Thursday, 27 September at 5.30PM. As part of your application, you will need to provide:

* CV max 2 pages
* A completed **LES Application Form** (referees should be work-related and should include at least one current or recent supervisor)
* A 1-2 page pitch of no more than 750 words

Further information and guidelines on how to prepare a written application and prepare for an interview at the Australian Embassy is available on Embassy’s website: [www.Mongolia.embassy.gov.au](http://www.mongolia.embassy.gov.au/)

## What should I include in my pitch?

Your 1-2 page pitch of no more than 750 words is a chance to tell us why you are the right person for the job. We want to know why you want to work at the Australian Embassy, why you are interested in the role, what you can offer us, and how your skills, knowledge, experience and qualifications are applicable to the role. In a nutshell – why should we hire you?

Try not to duplicate information that can already be found in your resume, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.

## Who to contact

For role specific information or application questions, please email [**mongolia.embassy@dfat.gov.au**](mailto:mongolia.embassy@dfat.gov.au)or call

Ms Ijil Yalalt, Telephone: 7013-3010

## Things to note

Locally Engaged Staff (LES) are expected to adhere to the LES Code of Conduct and employment principles in terms of performance and standards of behaviour.

The successful candidate will be required to complete a probity check prior to engagement.

## Diversity

We are committed to building a diverse workforce 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 orientation, gender identity or intersex status, 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.