



AUSTRALIAN HIGH COMMISSION DHAKA

Department of Immigration and Citizenship

VISA OFFICER Broadband 3.1

DUTY STATEMENT

- Assess visa applications and supporting documents to ensure compliance with legislation and policy. Conduct interviews in relation to applications for entry into Australia.
- Undertake verification checks of supporting documents, including telephone checks, letters and emails, as well as assisting with site visits as required.
- Based on these assessments and checks, make recommendations to senior staff to enable them to make high quality decisions.
- Respond to client enquiries, including by telephone, email, fax, letter and in person, relating to visa requirements. When enquiries relate to specific visa applications, provide clear status reports. Maintain a strong focus on providing high quality client service.
- Record information in departmental systems, applications and files to facilitate visa processing and to establish clear, accurate and comprehensive records of all actions taken in relation to visa applications.
- Follow escalation procedures to ensure that, when necessary, urgent, complex or potentially media-attracting enquiries and applications are brought to the attention of A-based staff.
- Receive and register applications for Australian visas and citizenship by descent.
- Other duties as required



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SELECTION CRITERIA

- Demonstrated ability to work effectively, independently and as part of a small, multicultural team and within the High Commission generally.
- Ability to acquire and apply knowledge of visa requirements, including an understanding of legislative and policy requirements, as well as an ability to research and analyse relevant information from a variety of sources.
- Familiarity with and ability to use computers and other technology, including to use (or learn how to use) a range of well-known and in-house software.
- Well developed written and oral communication skills in both English and Bangla to enable clear, timely and accurate information to be provided to clients and colleagues.
- Demonstrated commitment to, and capacity to achieve, excellent client service outcomes with a high level of integrity and to abide with Australian Public Service and departmental codes of conduct.
- Sound organisational and time management skills, including the ability to organise work, set priorities and meet deadlines with limited supervision.
- Initiative, flexibility and willingness to promote continuous improvement in the workplace. Capacity to absorb and interpret new information and undertake new tasks quickly and efficiently.