



AUSTRALIAN HIGH COMMISSION DHAKA

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

Visa Case Officer (Full Time/Casual position)

DUTY STATEMENT

1. Assess applications for entry to Australia against legislation and policy requirements contained in various information sources. Conduct interviews, provide advice and, as a delegate under the Migration Act 1958, make decisions in a timely manner on applications for Australian visas.
2. Liaise with other overseas and Australian offices of the Department of Immigration and Citizenship (DIAC) and other stakeholders in order to provide a high standard of service to clients.
3. Respond to more complex public inquiries on all temporary entry, visitor and general migration matters.
4. Manage a caseload of work, in conjunction with team members, efficiently and effectively
5. Other duties to support the Australian-Based staff, as directed.

SELECTION CRITERIA

- A. Sound ability to make recommendations, decisions and provide advice on visa applications in accordance with Australian Government legislation and policy. Capacity to absorb and interpret information about Australia's immigration legislation, policy and procedures.
- B. High-level written and oral communication skills, including writing records of decisions, ability to communicate effectively with an appreciation of cross-cultural issues.
- C. Ability to provide a high standard of client service and to exercise a high degree of integrity.
- D. Ability to quickly learn about and utilise computers, departmental computer systems and other technology.
- E. Initiative, judgment, flexibility and the ability to prioritise responsibilities and work independently in a high-pressure, unpredictable environment
- F. Strong interpersonal skills including the ability to work effectively in a small team, to respond effectively to challenges and to work as a member of a multicultural work team.
- G.

Other Eligibility Requirements

Applicants must be a citizen of Australia, Britain, Canada, New Zealand or the United States temporarily residing in Bangladesh and eligible to work as a locally engaged staff member at a diplomatic mission in Bangladesh.

A security clearance, commensurate with the position, may be required prior to confirmation of appointment. At times, travel outside Dhaka may be required.