



AUSTRALIAN HIGH COMMISSION OTTAWA

Vacancy – Information Officer

Agency	Department of Immigration and Border Protection (DIBP)
Title	Information Officer
Position number	Multiple
Classification	LE2 (CAD \$40,217 - CAD \$43,218)
Status	Full-time, non-ongoing, contract ending 30 June 2018
Closing date	Sunday, 13 August 2017 – 11:59p.m. EST

What we do

The DIBP office in Ottawa plays a critical role in achieving the department's broader strategic goals. Primary functions of the DIBP Ottawa office are:

- Processing Australian permanent migration, visitor and temporary residence visas for clients located in North, South and Central America, Bermuda and the Caribbean
- Processing Australian citizenship by descent applications for clients across the Americas
- Providing both pre and post lodgement information and assistance to clients across the Americas through the ASC

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

The role of the Department of Immigration and Border Protection (DIBP) is to protect Australia's border and manage the movement of people and goods across it. DIBP contributes to achieving three principal government outcomes of strong national security, a strong economy; and a prosperous and cohesive society. Our diverse portfolio includes managing migration, humanitarian and citizenship policy and programmes and keeping Australia secure through border management and facilitating travellers and goods crossing the border.

The opportunity

Information Officers are the first point of contact for a wide range of external stakeholders with the Department, including clients, migration agents, businesses and foreign governments. Information Officers provide quality information, advice and service to clients who are culturally and linguistically diverse over the telephone and in writing. It is therefore essential that Information Officers are fluent to a professional standard in English and one or more of the offered languages.

It is expected that Information Officers will deliver high quality client services in a fast paced and high-volume service centre environment.

Key responsibilities

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

- Provide information and assistance to clients on a wide range of routine and difficult enquiries
- Provide first tier trouble shooting and technical support to clients with the Department's client application system, ImmiAccount
- Provide first level complaint handling in relation to processes and outcomes regarding visa and citizenship applications
- Refer specific client enquiries to processing officers across the Americas region and in Australia
- Report to Manager or Support and Development Officers on regional trends and issues to support continual business improvement. Record information about client contact, escalating and/or referring if necessary
- Follow rosters and schedules to deliver outcomes in line with service centre key performance indicators
- Capture data on each client interaction to provide qualitative information that informs decisions on ASC operations
- Process applications for Electronic Travel Authorities (ETAs) and other administrative functions within service standards
- Provide additional services based on language skills
- Participate in coaching activities, including providing peer mentoring and participate in, and deliver, training as required.

Eligibility and other requirements

- High level written and oral communication skills in English and one or more of the following languages – French, Spanish and/or Portuguese
- Effective proficiency in identifying and applying relevant legislation and policy as it relates to the provision of information and advice
- Demonstrated strong customer service and interpersonal skills to facilitate and promote effective interactions with clients, peers and stakeholders
- Proven ability to exercise sound judgement when providing assistance to clients and dealing with sensitive, complex issues
- Demonstrated good time management skills
- Demonstrated ability to work cooperatively within a team and be a supportive, mature team member
- Demonstrated ability to carry out basic research and analyse information
- Demonstrated proficiency in MS Office, email and internet. Detailed understanding of internal systems and software, and the ability to quickly grasp new technologies

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 to recruitment.northamerica@dfat.gov.au by Sunday, 13 August 2017. As part of your application you will need to provide:

- A two page CV
- A completed [LES Application Form](#) (referees should be work-related and should include at least one current or recent supervisor)

Further information and guidelines on how to prepare a written application and prepare for an interview at the Australian High Commission is available on the High Commission's website:

<http://canada.highcommission.gov.au/otwa/vacancies.html>.

What should I include in my pitch?

Your 1-2 page pitch 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 High Commission, 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 either:

E-mail: recruitment.northamerica@dfat.gov.au

Phone: +1 613 236 0841

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.

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.