

Australian Embassy Pohnpei

**Consular and administrative assistant**

**Applicant information package**

Closing Date for applications:

**5pm Friday 18 July 2025**

**Australian Embassy Overview**

The Australian Embassy in Pohnpei is responsible for Australia’s relations with the Federated States of Micronesia (FSM). Its objectives are to maintain positive and resilient bilateral relations with the FSM, including through an effective and responsive development program, and to provide responsive consular and passport services to Australians in the FSM.

**Australian Embassy’s Diversity Policy**

Our recruitment decisions are made on the basis of merit and we do not discriminate on the grounds of gender, age, race, ethnicity, religion or disability. Our employees enjoy equity and fairness in the workplace, opportunities for professional development, and support to balance their work and private lives.

The department is committed to providing equal employment opportunities, access, equity and social inclusion for all employees, and in particular for the following groups:

* women
* people from a non-English speaking backgrounds, and
* people with a disability.

We strongly encourage suitably qualified people including those with disabilities to apply for our advertised vacancies. We aim to provide a work environment which is inclusive, supportive will make reasonable adjustments for applicants with disabilities and for people with disability who are applicants for employment. If you need any assistance or adjustments to participate fully in the application/interview process, please contact: +691 320 5448

Employment opportunities will not be denied to anyone because of the need to make reasonable adjustment for a person's disability.

**Position Details**

The Embassy is seeking applications from suitably qualified persons to apply for the full-time position of **Consular and Administrative Assistant.**

Under the direction of the Deputy Head of Mission, the Consular and Administrative Assistant is responsible for undertaking a range of functions relating to consular, finance and administrative duties. As a member of a close-knit team at the Australian Embassy, the Consular and Administrative Assistant works closely with the Finance Officer, Property Officer, and Ambassador’s Executive Assistant to support the Embassy’s overall objectives.

**Full Time Contract**: This is a **full-time two-year contract** which includes a three-month probation period. The contract may be extended on the basis of need and performance.

**Salary**: The salary range offered to the successful applicant will be **US$18,024 – US$21,084 per annum**. Subject to qualifications and experience, the salary point may be negotiated. Advancement is possible through the Embassy’s performance management system. The Embassy has an attractive remuneration package including recreation, flex-time and sick leave.

**Eligibility / Other Requirements:**

The successful applicant must provide evidence of the following;

* relevant FSM work permit - the Embassy will not cover any costs associated with a work permit or relocation.
* a valid local driver’s license with a good driving record
* the successful applicant will be required to obtain satisfactory police and medical clearances.

**Application Process:** Interested applicants need to provide a resume / CV and address the selection criteria. The selection criteria and duty statement are at **Attachment A**.

Please note that all of the selection criteria need to be addressed within the written application to be considered for interview. Attachment B and C should also be completed and included in your application. Incomplete applications will not be accepted.

Please **email** the following documents to the address below:

1. **Resume/CV**
2. **Written Response to each of the Selection Criteria**

**(Attachment A)**

1. **Completed Attachments B and C**

Email to: phpi.mail@dfat.gov.au

Applications close at **5pm on Friday, 18 July 2025 (Pohnpei time)**.

No late applications will be considered.

**Consular and Administrative Assistant**

**Duty Statement**

1. Provide high quality and client focussed consular and passport services, including providing advice, conducting passport interviews, processing passport applications, and assisting Australian citizens in need of consular assistance.
2. Manage counter, phone and email enquiries on a range of issues.
3. Prepare Diplomatic Notes and liaise with authorities to obtain Diplomatic Flight and Sea Clearances for Australian aircraft and vessels operating within the FSM.
4. Support the Ambassador through the drafting of reports and correspondence on administrative, policy and other matters.
5. Undertake various administrative duties in support of the Finance Officer and Ambassador’s Executive Assistant, including acting as the back-up to these positions as required.
6. Provide back-up support to the Property Officer, including coordination of maintenance activities, liaison with contractors and act as Ambassador’s driver as required.
7. Oversee the Embassy’s mail service including local mail and diplomatic bags.
8. Contribute to the broader policy and program work of the Embassy as required, including supporting the management of public diplomacy and other events.
9. Provide backup for other positions as required.

**Required Qualifications / Experience / Skills**

1. Strong written and spoken communication skills in English and Pohnpeian.
2. Strong interpersonal skills, including the ability to work effectively as part of a small team and under limited supervision.
3. Well-developed organisational and time-management skills and an ability to prioritise and meet tight deadlines.
4. The ability to develop and maintain effective relationships with a range of stakeholders.
5. Understanding of accounting and financial management principles and systems.
6. Experience using Microsoft Office products, particularly MS Word and Excel.
7. Capacity to exercise discretion and judgement.
8. Valid driver’s licence and safe and reliable driving skills.

**Attachment A**

**Consular and Administrative Assistant**

Please provide **written responses** to all five Selection Criteria below based on your qualifications or previous work experience. All criteria have equal weighting. For each of the selection criteria, you should provide an example of a time when you were able to display the **“selection criteria”**.

**SELECTION CRITERIA**

1. **Demonstrated ability to deliver high-quality, client-focused consular and passport services.**
Provide examples of your experience in advising clients, conducting interviews, processing applications, and assisting citizens in need, while maintaining professionalism and empathy.
2. **Strong communication and interpersonal skills, with the ability to manage enquiries across multiple channels.**
Highlight your experience handling counter, phone, and email enquiries, and your ability to respond effectively and diplomatically to a wide range of issues.
3. **Proven administrative and coordination skills, including experience with official correspondence and logistical arrangements.**
Describe your ability to draft formal documents such as Diplomatic Notes, liaise with authorities, and support official visits and events.
4. **Flexibility and capacity to provide operational support across multiple functions.**
Demonstrate your ability to back up colleagues in roles such as finance, executive assistance, property management, and driving duties, showing adaptability and teamwork.
5. **Strong organisational skills and attention to detail in managing records, mail services, and contributing to broader Embassy programs.**
Provide examples of how you’ve managed mail systems, maintained accurate records, and supported public diplomacy or policy initiatives.

**Attachment B**

**Employment & Qualification Background**

**1. Personal Particulars**

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| --- | --- | --- |
|  | **Surname**  | **Given Name(s)** |
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| --- |
| **Personal Details****Date of Birth:**   **Place of Birth:**  **HK ID Card number *and/or* Passport Number:**   **Nationality. Present*:***    **At Birth*:***    **Address, telephone contact details, email address;**            |

**2. Current Employment**

|  |  |  |
| --- | --- | --- |
| **Month/Year****Commenced** | **Employer** | **Position** |
|       |       |       |
| Brief Description of your duties |
|       |

**3. Previous Positions Held (including movement within an organisation)**

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| --- | --- | --- | --- | --- |
| **Month/Year****Commenced** | **Month/Year****Finished** | **Employer** | **Position** | **Level** |
|       |       |       |       |       |
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**4. Academic Qualifications**

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| --- | --- | --- |
| **Year Received** | **Qualification** | **Institution** |
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**5. Languages**

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| --- | --- |
| Language | **Proficiency Level** |
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|       |       |

**6. Other** e.g. Awards, Academic Appointments, Publications, Professional Associations, etc

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**Attachment C**

**Referee contacts**

Please provide the names and details of two referees whom the Embassy can contact if you are short listed for the interview.

**Referee 1**

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| --- | --- |
| Full name of Referee: | Relation to Applicant (employer/supervisor): |
| Occupation (Position and company): | Phone: |
| Email:  |  |  |

**Referee 2**

|  |  |
| --- | --- |
| Full name of Referee: | Relation to Applicant (employer/supervisor): |
| Occupation (Position and company): | Phone: |
| Email:  |  |