

Position Description

Position Title

Consular Adviser / Team Administrator

About the Position

The Consular Adviser / Team Administrator is responsible for client services and providing advice and assistance to distressed New Zealanders in Malaysia and for providing administration to help ensure the efficient and smooth running of the office.

Key accountabilities

The position has the following key accountabilities:

Consular

- Understand complexity and nuances of the local environment in order to develop solutions for NZ citizens requiring consular assistance.
- Provide advice to NZ citizens in Malaysia, including where they have a lost or stolen passport, where emergency funds are required, where they have been arrested, where an English speaking lawyer is needed, and in crisis situations (such as civil unrests or natural disasters).
- Work with national and international hospitals and prisons to ensure NZ citizens hospitalised or imprisoned have access to appropriate advice and services to ensure that they are treated fairly and have access to independent legal advice where required.
- Ensure Consular information is kept up to date by regularly entering details of consular cases, including the completion of the monthly statistical log.
- Maintain a database of lawyers and local notaries who can provide legal and notarial services.
- Manage database to ensure registrant details are current and use this network to communicate with NZ citizens in emergency situations or potential emergency situations.
- Promote the safe travel website, including the registration of New Zealanders.
- Participate in after hours and on-call consular arrangements
- Provide advice on citizenship, passport and immigration matters.

Administration

- Undertake reception and telephonist duties.
- Act as receiving officer for all money and issue receipts for revenue received.
- Undertake general administration.

Organisational Responsibilities

- Ensure all policies and procedures are adhered to.
- Contribute to Post-wide projects and emergency response situations.

Knowledge Management

- Contribute to the continuous development of the knowledge by sharing information and data with relevant internal stakeholders.

**Qualifications,
skills and
experience**

You must have the following qualifications, skills and experience:

- A relevant tertiary qualification and / or previous work experience in a relevant industry which has a strong customer focus.
- Experience in managing sensitive material with a high degree of tact and integrity, and working with a wide range of people across cultural and social boundaries.
- Sound knowledge of local governmental and administrative systems, customs and practices, trends and issues and cultural, political and social environments.
- Excellent written and oral communication skills
- Demonstrated ability to build and maintain effective relationships and work effectively in a team environment.
- Highly competent in Microsoft Office suite.
- Displays personal integrity and an honest and ethical approach.

**Additional
Comments**

- Ability to obtain and maintain appropriate security clearances.
 - The position requires the job holder to carry out on-call duties
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