

UNITED STATES MISSION IN CANADA, VACANCY ANNOUNCEMENT 490 SUSSEX DRIVE

Location: TORONTO, CANADA

PASSPORT AND CITIZENSHIP ASSISTANT (TEMPORARY) VACANCY NUMBER: 18-033

Tuesday, June 26, 2018
This Vacancy is **Open**

OPEN TO: All Interested Candidates / All Sources

POSITION: Passport and Citizenship Assistant **Grade:** 1405/ FSN-8,

FP-6*

OPENING DATE: Tuesday, June 26, 2018

CLOSING DATE: Tuesday, July 10, 2018

WORK HOURS: Full time; 40 hours per week

SALARY: FSN-8/1, 56, 653 CAD p.a.

FP-6/1, 48, 135 USD p.a.

*Final grade/step a FP pay scale will be determined by

Washington

LENGTH OF HIRE:Temporary Position not to exceed one year

NOTE: THIS POSITION REQUIRES LOCAL SECURITY

CERTIFICATION OR PUBLIC TRUST

The U.S. Consulate in TORONTO is seeking individuals for employment in CANADA for the position of Passport and Citizenship Assistant in the Consular Office.

BASIC FUNCTION OF POSITION

One of eight primary positions dealing directly with the public, at the counter, performing services in all areas of U.S. citizen services ranging from routine to moderately difficult.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- **1. Education:** Completion of two years of post-secondary education in general studies
- **2. Experience:** Minimum of four years of progressively responsible work

experience in a U.S. Consular Section or other immigration authority (any government), in a position which required extensive public contact and the application of highly regulated materials.

- **3. Language:** Level IV (fluent) reading/writing/speaking English
- **4. Knowledge:** Must be familiar with 7 Foreign Affairs Manuel (FAM), have a working knowledge of pertinent portions of Canadian law, and general knowledge of U.S. Social Security and income tax laws.
- **5. Skills and Abilities:** Jobholder must be adaptable and capable to comply with the varied casework demands to include: dealing with an often challenging public, typing at a proficient level, filing with accuracy, and maintaining strong attention to detail.
- **6. Interpersonal Skills:** Jobholder must be able to communicate with tact and discretion and be able to remain calm and polite when providing customer service.

SELECTION PROCESS

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP and CS with reemployment rights **
- * IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 ("Certificate of Release or Discharge from Active Duty"), equivalent documentation, or certification. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.
- ** This level of preference applies to all Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

ADDITIONAL SELECTION CRITERIA

We encourage you to read and understand the Eight (8) Qualities of Overseas Employees before you apply (https://careers.state.gov/wp-content/uploads/2018/02/Eight-Qualities-of-Overseas-Employees.pdf).

Applicants who are invited to take a language or skills test, or who are selected for an interview will be contacted via email.

For further information: the complete position description listing all of the

duties, responsibilities, required qualifications, etc. may be obtained by contacting the Human Resources office.

Benefits: Locally Employed Staff, including Members of Household (MOHs), and Third-Country Nationals (TCNs), working at the U.S. Mission Canada may receive a compensation package that may include health, separation, and other benefits.

For EFMs, benefits should be discussed with the Human Resources Office. The pay plan is assigned at the time of the conditional offer letter by the HR Office.

TO APPLY

All candidates must be able to obtain and hold a required level of clearance. Applicants must submit a Universal Application for Employment (DS-174) which is available on HR/OE Intranet Site or Mission Canada website at https://ca.usembassy.gov/embassy-consulates/jobs/ or by contacting Human Resources Office.

To apply for this position, applicants should submit the documents listed below.

Required Documents: Please provide the required documentation listed below with your application:

Copy of Orders/Assignment Notification (or equivalent)

Residency and/or Work Permit

Passport copy

Degree (not transcript)

Degree with transcript

DD-214 - Member Copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable)

SF-50 (if applicable)

List of references

SUBMIT APPLICATION TO: Management Office/HR

U.S. Consulate 360 University Ave. Toronto Ontario M5G 1S4

E-Mail Address: TrtHR@state.gov

Please reference Job Announcement number.

POINT OF CONTACT: Management Office/HR

Phone:none

DEFINITIONS

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc.) and for additional employment considerations, please visit the following link: https://careers.state.gov/downloads/files/definitions-for-va

Thank you for your application and your interest in working at the U.S. Mission in Canada.

CLOSING DATE FOR THIS POSITION: TUESDAY, JULY 10, 2018

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

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