# Vacancy Announcement

# U.S. Consulate General Ciudad Juarez, Mexico

Position Vacancy Number: 17/22

Open to: All Interested Candidates / All Sources

The "Open To" category listed above refers to candidates who are eligible to apply for this position. The "Open To" category should <u>not</u> be confused with a "hiring preference", which is explained later in this vacancy announcement.

Position: A31-116 (Visa Assistant, FSN-7)

Opening Date: October, 2017

Closing Date: Until filled

Work Hours: Full-time; 40 hours/week

Salary: Ordinarily Resident: 242,395.06 Mexican pesos per year (FSN-7 starting

salary).

\*Not-Ordinarily Resident: Starting salary and position grade FP-7\*

\*Final grade/step for Not-Ordinarily Resident to be confirmed by

Washington.

ALL ORDINARILY RESIDENT APPLICANTS (SEE APPENDIX A FOR DEFINITION) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate General in Ciudad Juarez seeks an individual for the position of Visa Assistant

#### **Basic Function of the Position**

The incumbent is a Visa Assistant and performs a wide range of tasks related to immigrant and nonimmigrant visa processing. Visa Assistants typically perform data-entry, conduct document review, draft correspondence with the public, and carry out other general office work. They are fully trained in the work of both the Immigrant and Nonimmigrant Visa Units, and work in both as required. Visa Assistants must be detailed oriented, responsible, and able to adapt to changing work requirements. They must be able to work independently or as part of a team.

### **Required Qualifications**

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. A failure to respond completely may result in a determination that the applicant is not qualified.

- EDUCATION: Completion of high school.
- **EXPERIENCE**: One year customer service and administrative experience.
- LANGUAGE: Level IV (fluent) English and Spanish.
- **SKILLS AND ABILITIES:** Level II typing (40 wpm) is required. Must be able to use Microsoft Software.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained in the following link:

https://mx.usembassy.gov/wp-content/uploads/sites/25/2017/02/PDWS-Visa-Assistant-2.pdf

**HIRING PREFERENCE SELECTION PROCESS:** When qualified, 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. Appointed Eligible Family Member / U.S. Citizen Eligible Family Member who is also a preference-eligible U.S. veteran\*
- 2. Appointed Eligible Family Member / U.S. Citizen Eligible Family Member
- 3. Foreign Service employee on Leave Without Pay
- \* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. veterans preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the Human Resources Office by the closing date of the vacancy announcement, the U.S. veterans' preference will not be considered in the application process. The Mission Human Resources Office's decision on eligibility for U.S. veterans preference after reviewing all required documentation is final.

#### **Additional Selection Criteria**

- 1. Management will consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
- Current Ordinarily Resident employees serving a probationary period are not eligible to apply.
   Current Ordinarily Resident employees with an Overall Summary Rating of "Needs Improvement" or "Unsatisfactory" on their most recent Employee Performance Report are not eligible to apply.
- 3. Locally Employed (LE) Staff who have been in their position for less than one year are not eligible to apply.
- 4. Current Not Ordinarily Resident employees hired on a Family Member Appointment or a Personal Services Agreement are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed work schedule.
- 5. The candidate must be able to obtain and maintain a security certification.

6. Candidates who are Eligible Family Members and Members of Household must have at least one year remaining in their tour of duty to apply for this job.

**HOW TO APPLY:** To be considered, applicants must submit the following documents:

1. Employment Application for Locally Employed Staff or Family Member (Form DS-174) is available on our website:

#### https://mx.usembassy.gov/wp-content/uploads/sites/25/2017/08/DS174.pdf

- 2. Any additional documentation that supports or addresses the requirements listed above (e.g., transcripts, degrees).
- 3. Applicants whose first language is not Spanish must contact the Human Resources Office by e-mail at cdjhr@state.gov to schedule a Spanish test.
- 4. For applicants whose first language is not English: If the applicant possesses a valid English test score (TOEIC or TOEFL), he/she may submit a copy with the application packet. A valid test score is one obtained within the last two years. If no valid English language score is available, applicants who meet all other requirements for the position will be contacted for language testing at the U.S. Consulate General. Language testing conducted at the U.S. Consulate General is only used for positions herein and scores cannot be used by applicants for other employment.
- 5. Applicants who have a university degree from a school where the primary language of instruction is English do not need to take the English test. Applicants must provide the Human Resources Office with a copy of their university degree.

#### Failure to provide the above information will result in an incomplete and invalid application.

WHERE TO APPLY: Apply to the:

Human Resources Office by e-mail: cdjhr@state.gov. Refer to the position number and title in the subject line of your e-mail (i.e., A31-116 Visa Assistant). Hard copies are not accepted.

Please check the U.S. Diplomatic Mission to Mexico website for future vacancy announcements: https://mx.usembassy.gov/jobs/

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Diplomatic Mission to Mexico 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. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## Appendix A (DEFINITIONS)

**Eligible Family Member (EFM):** An EFM for employment purposes is an individual who meets **all** of the following criteria:

• U.S. citizen or not a U.S. citizen; and

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); or
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; or
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or samesex domestic partner, when such parent is at least 51 percent dependent on the employee for support; or
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the
  employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent
  dependent on the employee for support, unmarried, and under 21 years of age, or regardless
  of age, incapable of self-support; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- Is under Chief of Mission (COM) authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a directhire Foreign Service, Civil Service, or
- uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under COM authority; or
- resides at an Involuntary Separate Maintenance Allowance location authorized under 3 FAM 3232.2; or
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. citizen: and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); and
- Is under COM authority; and

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the COM as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. citizen.

#### **Not Ordinarily Resident**– An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security number; and
- Is not a citizen of the host country; and
- · Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

#### **Ordinarily Resident**– An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.