



AMERICAN CITIZEN SERVICES ASSISTANT

An opportunity is available to work as an American Citizen Services Assistant within the Consular Section at the U.S. Consulate General Melbourne.

Salary: A\$63,210 p.a. + superannuation benefits

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

Please note that incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. Completion of secondary school (Year 12) is required.
2. Two years' experience in dealing with the public in administrative or government service roles is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Demonstrated ability to learn complex regulations and procedures and the ability to apply this theoretical knowledge in a daily work situation is required.
5. Must have keyboard/data entry skills and good working knowledge of Microsoft applications (Word, Excel, PowerPoint, Outlook/Email).

For instructions on how to apply, please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Management Section/HR, U.S. Consulate General Melbourne, Level 6/553 St. Kilda Rd., Melbourne Victoria 3004 or via email to: MELBHR@state.gov by **May 15, 2015**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted.*

POSITION TITLE: AMERICAN CITIZEN SERVICES ASSISTANT	POSITION GRADE LE- 7 (STARTING SALARY A\$63,210)
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DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The American Citizen Services (ACS) Assistant provides operational support in the specialized areas of U.S. Passports, acquisition and loss of U.S. citizenship, births, deaths, and special American citizen services.

Major Duties and Responsibilities

- A) U.S. Passports** 70%
Consistent with RJD-1420-7, and in accordance with CA procedures, prepares to the point of Consular Officer's signature, applications for emergency U.S. Passports and reports of birth abroad. Collects prescribed fees for all passport and citizenship services. Data processes information in post's American Citizen Services (ACS+) system and ensures name check clearances. Prints emergency U.S. passport and certificates of birth abroad. Prepares U.S. passport applications for electronic transmittal to the National Passport Center. Maintains ACS passport correspondence files in accordance with the Department's guidelines and post policy.
- B) ACS Communication Support:** 20%
Assists at the ACS windows during public hours. Communicates by telephone and corresponds with U.S. citizens for registration passport issuance, reports of birth abroad, and other ACS consular services. Assists with routine telephone calls to the ACS section during public phone hours and is responsible for follow through action with ACS-specific documentation either by mail, email attachment or fax. When rostered, assists with collection, security clearance, sorting, and handling out the section's mail. Drafts correspondence of a routine nature when required in individual cases.
- C) General Duties:** 10%
Assists with Special Consular Services: Federal Benefits, Routine Death, Welfare & Whereabouts cases, documentation relation to U.S. voting, and collection of ACS statistics for the yearly consular package. Performs other tasks as assigned by the LES Supervisor.

Selection Criteria

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school (Year 12) is required.
2. Two years' experience in dealing with the public in administrative or government service roles is required.

3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Demonstrated ability to learn complex regulations and procedures and the ability to apply this theoretical knowledge in a daily work situation is required.
5. Must have keyboard/data entry skills and good working knowledge of Microsoft applications (Word, Excel, PowerPoint, Outlook/Email).

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ELIGIBILITY REQUIREMENTS

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. 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.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the post. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or a current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); and;
- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,
- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;
- ✓ (If applicable) Candidates who claim U.S. Veterans preference **must** provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference **must** submit documentation confirming eligibility for a conditional preference in hiring with their application. Any U.S. Veterans who apply **must** also indicate whether they wish to invoke their preference.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

SUBMIT APPLICATION TO

Management Section/HR
U.S. Consulate General
Level 6/553 St. Kilda Rd.
Melbourne Victoria 3004

or via email to: MELBHR@state.gov

THE DEADLINE FOR APPLICATIONS IS May 15, 2015.

The U.S. Mission in Australia 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.

US Mission Australia maintains a drug free work environment.

APPENDIX B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References