



PASSPORT AND CITIZENSHIP ASSISTANT

An opportunity is available to work as a Passport and Citizenship Assistant within the Consular Section at the U.S. Consulate General Melbourne.

Salary: A\$71,819 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. At least two years of progressively more responsible experience in American Citizen Services and/or Special Consular Services work or in work involving application complex rules and regulations and substantial public contact is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. A thorough knowledge of applicable U.S. laws, regulations, and procedures as well as expertise on Australian laws and practices, familiarity with Australian state and local government, legal, social welfare and social security agencies is required.
5. Demonstrated ability to exercise tact and good judgment and ability to apply regulations correctly is required.

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: PASSPORT AND CITIZENSHIP ASSISTANT

**POSITION GRADE LE- 8
(STARTING SALARY A\$71,819)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The incumbent is responsible for cases involving the acquisition and loss of U.S. citizenship, processing U.S. passports and amendments. Reports of Birth Abroad and the Special Consular Services Assistant in their absence. As the back up to the Special Consular Service Assistant, handles routine cases of American Citizen Welfare, protection, arrest, death and estates, and Federal benefits. The incumbent is responsible for providing general customs and voter information and for assisting IRS in disseminating tax information. The incumbent handles a large volume of public inquiries about U.S. documentation.

Major Duties and Responsibilities

A) Passport and Citizenship Services' 60%

Is responsible for handling all work connected with acquisition, loss, and restoration of U.S. citizenship. Advises American citizens on the complexities of dual nationality. These tasks include interviewing applicants, and in liaison with the LES Supervisor, researching complex cases in the FAM, verifying documentation, making recommendations to the consular officer, and preparing the relevant memorandums to submit to the Department.

Responsible for maintaining the child custody/court order file and for liaising with the Family Court of Australia when advised of U.S. passports being held by them as a court requirement.

Responsible for advising the Department and all Australian posts (worldwide where necessary) of new/updated/removal child custody court orders.

Performs the full range of tasks involved in accepting and processing applications for Diplomatic, Official, and Regular U.S. passports, Amendments, and Reports of Birth Abroad. Watches for and takes appropriate anti-fraud action in cases of suspected application falsehoods, fraudulent supporting documentation or multiple losses of U.S. passports.

Produces emergency U.S. passports, Amendments, Reports of Birth Abroad, memorandums of non-loss, and certificates of Loss of Nationality. Responsible for updating the ACS system with loss, non-loss, and child custody order actions.

Interviews, communicates by telephone and corresponds with regard to the correct procedure for notarial documents to be used in the U.S.

Prepares to the point of Consular Officer's signature, acknowledgements, affidavits, attestations, and certificate of true copies.
Collects prescribed fees for passport, citizenship and notarial work.

B) Special Consular Services 15%
As back up to the Special Consular Services Assistant, the incumbent is often tasked by the SCS Assistant with handling the routine cases of death and estate, repatriation, welfare and whereabouts, incarceration and hospitalization of American citizens, and Federal benefits cases through to completion.

C) Federal Benefits 10%
Handles routine Federal benefits casework, including assisting with pension applications, Social Security number applications, mandatory interviews, and verification of documents.

Handles routine Veterans Affairs and Social Security Administration medicals as requested by these agencies. Liaises with medical providers to arrange appointments and advises the VA/SSA beneficiary of date and time, is the point of contact for the medical/legal reports in these cases, and is responsible for mailing the reports/invoices to VA/SSA. Also handles any follow-up action with these cases.

D) Assists with training New/WAE/TDY/Other staff to the passport section. 10%

E) Other duties as assigned by the LES Supervisor. 5%

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. At least two years of progressively more responsible experience in American Citizen Services and/or Special Consular Services work or in work involving application complex rules and regulations and substantial public contact is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. A thorough knowledge of applicable U.S. laws, regulations, and procedures as well as expertise on Australian laws and practices, familiarity with Australian state and local government, legal, social welfare and social security agencies is required.
5. Demonstrated ability to exercise tact and good judgment and ability to apply regulations correctly is required.

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