



## **CONSULAR ASSISTANT**

The U.S. Consulate in Sydney is seeking eligible and qualified applicants for the position of Consular Assistant in the Consular Section.

Salary: A\$67,635 p.a. + superannuation benefits

Full-time - Monday to Friday

**All applicants must address the qualifications required detailed below with specific and comprehensive information supporting each item.**

**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 a customer service environment, with experience applying detailed regulatory or policy guidelines is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Working knowledge of Microsoft Suite is required. This may be tested.
5. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

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

Forward cover letter, response to the selection criteria and resume to the Human Resources Office, via email to: [sydrecruitment@state.gov](mailto:sydrecruitment@state.gov) by May 2, 2016.

Offers of employment are subject to medical and security clearances.

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

**DUTIES AND RESPONSIBILITIES****Basic Function of the Position**

The Consular Assistant will support the day-to-day operations of the Consular Section working primarily in American Citizen Services (ACS). Duties will include the administration of routine and emergency consular service to U.S. citizens in the Sydney Consular District, including passport and citizenship services.

**Major Duties and Responsibilities**

- *Special Consular Services*

Assists with the full range of special consular services through information collection relating to arrests, deaths, destitution, medical emergencies, and accidents. Maintains information sheets and handouts. Assists with the completion of reports of death and inventories of effects. Responds to public inquiries and telephone calls on the full range of routine ACS and passport issues including screening calls and referring specific and sensitive cases to the unit supervisor. Prepares documents for notarial services and other services at the counter, as requested. Routine responsibilities include limited fiscal duties disbursing OCS trust funds received from the Department of State and approval of vouchers for payment of federal benefit authorized medical treatment or tests by local providers.

- *Passport and Citizenship*

Assists with the full range of passport and citizenship services through data entry, ACS system processing and window work with the public. Produces passports and reports of birth. Meets with the public to explain the application process, including basic qualifications, and accepts applications. Checks applications for accuracy and completeness; confirms information provided by applicants. Follows up on requests for action on cases in progress, and for information materials and application forms by mail, fax, phone, or at the public counter. Drafts replies to basic inquiries. Transmits names to Washington D.C. through communication equipment and ensures that clearances are obtained before passports are issued; sends follow-up cables and types data. Registers Americans using the ACS software application and updates the records.

- *Public Information*

Performs a variety of public information tasks that may include responding to phone messages, e-mail, faxes and letters on ACS issues.

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

## **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 a customer service environment, with experience applying detailed regulatory or policy guidelines is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Working knowledge of Microsoft Suite is required. This may be tested.
5. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

## **FOR FURTHER INFORMATION**

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Marjolein Gerber at (02) 9373 9112.

## **SELECTION PROCESS**

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the selection criteria above in the application.

## **HIRING PREFERENCE ORDER**

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran\*
- (2) AEFM / USEFM
- (3) FS on LWOP\*\*

\* 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 HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

\*\* This level of preference applies to all Foreign Service employees on LWOP.

## ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.
5. Candidates who are EFMs, USEFMs, AEFM, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position at the time of the announcement closing.

## 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 qualifications required of the job advertisement will receive further consideration for the position. Your job application **must** consist of the following documents:

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

- ✓ Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
- ✓ A current resume or curriculum vitae and
- ✓ A document addressing the qualifications required with specific and comprehensive information supporting each item

*NOTE: 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 qualifications required on the job advertisement will receive consideration for the position.*

- ✓ (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.

## **INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED**

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT WITH ONE YEAR WORK APPROVAL TO BE ELIGIBLE FOR CONSIDERATION.**

### **WHERE TO APPLY TO**

Human Resources Office, POC: Marjolein Gerber  
Email: [sydrecruitment@state.gov](mailto:sydrecruitment@state.gov)

*Only electronic applications can be accepted.*

### **EQUAL EMPLOYMENT OPPORTUNITY**

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. 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 (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 same-sex 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 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; **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; 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 chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) 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 chief of mission 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 Chief of Mission (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 (NOR)** – 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 (SSN); 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 (OR)** – 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.