



## **CONSULAR ASSISTANT**

The U.S. Consulate in Sydney is seeking an individual for the position of Consular Assistant in the Consular Section.

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

Full-time - Monday to Friday

**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 progressively responsible experience in the application of regulatory material or in the public sector, with extensive public contact is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Ability to apply good judgment in evaluating evidence and apply complex regulations is required.
5. Computer skills including word processing and an ability to type 25 wpm is required. This will be tested.
6. Demonstrated communication skills for customer service as well as time management skills including the ability to prioritize 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, U.S. Consulate General Sydney, MLC Centre, 59<sup>th</sup> Floor, 19 – 29 Martin Place SYDNEY NSW 2000 **by July 14, 2015**. Or email to:

[\*\*sydneyrecruitment@state.gov\*\*](mailto:sydneyrecruitment@state.gov)

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

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

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**POSITION TITLE: CONSULAR ASSISTANT****POSITION GRADE LE- 7  
(STARTING SALARY A\$63,210)**

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**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 progressively responsible experience in the application of regulatory material or in the public sector, with extensive public contact is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Ability to apply good judgment in evaluating evidence and apply complex regulations is required.
5. Computer skills including word processing and an ability to type 25 wpm is required. This will be tested.
6. Demonstrated communication skills for customer service as well as time management skills including the ability to prioritize is required.

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY 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 U.S. 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. Veteran who applies **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**

Human Resources Office  
U.S. Consulate General Sydney  
Level 59, MLC Centre  
19-29 Martin Place  
SYDNEY, NSW 2000

Or via email to: [sydrecruitment@state.gov](mailto:sydrecruitment@state.gov)

**THE DEADLINE FOR APPLICATIONS IS JULY 14, 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