



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

All applicants must address the selection criteria 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 3 (Good Working Knowledge) written and spoken English is required. This will 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 further information please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria and resume to the Human Resources Office, U.S. Consulate General Sydney, MLC Centre, 59th Floor, 19 – 29 Martin Place SYDNEY NSW 2000 by **March 11, 2013**.

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

Note: *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

POSITION TITLE: CONSULAR ASSISTANT

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

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, reporting to the ACS supervisor. 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 UNRESTRICTED 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.

ADDITIONAL SELECTION CRITERIA

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.

TO APPLY

Interested applicants for this position must submit the following for consideration of the application:

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 below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

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 other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

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

OR

Email: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS MARCH 11, 2013

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

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). A copy of valid work visa/permit is required. *(If yes, Mission HR may require verification of eligibility. Please attach copies of all documentation that confirms your legal eligibility to work in this country (e.g., work permit, residency permit). If you are not sure if you need to submit proof of eligibility, contact the Mission's HR office).*
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, 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