



VISA ASSISTANT

The U.S. Mission in Melbourne is seeking eligible and qualified applicants for the position of Visa Assistant within the Consular Section.

Salary: A\$76,846 p.a. + superannuation benefits

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 two years of college or university studies is required.
2. At least five years of progressively responsible experience of administrative, government or para-professional working for U.S./host Government; or enterprise organization performing duties of regulatory nature and public contact, or which three years' experience must involve team leadership or office management responsibilities is required.
3. Level 4 English (fluent) is required. This may be tested.
4. The ability to prioritize demands, work under pressure and perform multiple tasks simultaneously 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 Regional Human Resources Office, via email to: MELBHR@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 Statement

POSITION TITLE: VISA ASSISTANT

**POSITION GRADE LE- 8
(STARTING SALARY A\$76,846)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The incumbent is the primary liaison with host government and key business organization for all visa related matters and therefore, must possess a thorough knowledge of both Australian and U.S. visa laws and how they intersect. As the senior team leader for visa staff, incumbent coordinates and supervises all aspect of the visa program including developing of procedures, detailed implementation of US regulations and Government Visa regulations and coordination with host government, businesses other diplomatic missions and NGO organizations.

Major Duties and Responsibilities

A) Team Leadership

Train and advise staff on the entire range of visa matters, including the application of regulations, procedures, office policy, and technical aspects of consular automation programs including the NIV applications. Most importantly, the incumbent is the key adviser and coacher to officers and staff on host government laws, policies and procedures that impact on U.S. visa regulations and post visa procedures. Ensure staff is aware of latest changes and developments in laws and procedures. Evaluate visa operations productivity and performance, develop training opportunities, counsel staff to resolve conflicts and improve productivity in compliance with U.S. Laws and regulations.

Plan, organize, and amend short-term and long-term work and leave schedules as appropriate. Make daily tasking assignments to ensure that files, records, and reports are properly maintained. Ensure that public reception, necessary procedures, reports and name checks are completed and that public service is responsive and timely. In consultation with supervisor, formulate office procedures and policies consistent with U.S. laws, Department regulations, and Consulate guidelines to provide for the delivery of public information, the production of visas, and the collection and accounting of consular receipts.

As the visa expert and team leader, incumbent is the liaison with post and Washington Consular systems offices planning application upgrades, requesting support for visa staff, escalate system issues, ensure equipment and telecommunication support is adequate and coordinates resolving Visa system issues. This requires in depth knowledge of Consular visa applications, common system problem and best practices to utilize computer resources.

B) Special Visa Operations

Liaise with top Australian lawmakers, government officials and business leaders regarding visa matters. The Team Leader must provide sound knowledge of complex issues and present them in a professional and efficient manner, highlighting the areas where Australian and U.S. visa laws intersect and innovate/suggest procedures/methods to comply with both party's' requirements and regulations. Liaise with outside agencies and NGOs to resolve processing problems, share information on travel and immigration issues, and coordinate the receipt and delivery of passports, applications and documents as appropriate.

Evaluate the most complex cases, including treaty trader/investor, and other petition based cases. Ensure documentation is adequate, interview applicants for background information. Track the progress of waiver requests to and from DHS and advisory opinions to and from CA/VO. Delegate duties as appropriate, but complete the most complicated, sensitive and difficult cases. Serve as the first point of contact for dissatisfied customers. Screen documents, speak with applicants, enter and retrieve data on a variety of consular, automated programs.

Advise officers on office procedures, technical aspects and applicable U.S. and host country visa and immigration laws and regulations. Function as the principal advisor on visa and migration issues to the adjudicating consular officers. Maintain precedent and subject files and prepare statistics.

QUALIFICATIONS REQUIRED

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Completion of two years of college or university studies is required.
2. At least five years of progressively responsible experience of administrative, government or para-professional working for U.S./host Government; or enterprise organization performing duties of regulatory nature and public contact, or which three years' experience must involve team leadership or office management responsibilities is required.
3. Level 4 English (fluent) is required. This may be tested.
4. The ability to prioritize demands, work under pressure and perform multiple tasks simultaneously is required.

FOR FURTHER INFORMATION

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Enki Hoxhallari at 09-9526-5957.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans 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 may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
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

Management Section/HR
POC: Enki Hoxhallari
Email: MELBHR@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.