



PART-TIME CONSULAR CLERK

An opportunity is available to work as a part-time Consular Clerk within the Consular Section at the U.S. Embassy, Canberra.

Salary: A\$57,421 p.a. pro-rata + superannuation benefits
Part-Time, 20 hours/week

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

1. Completion of Secondary School (Year 10) is required.
2. At least two years' experience in customer service; explaining regulations and instructions; exercising judgment and initiative in situations of limited supervision is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Excellent interpersonal skills to be able to deal pleasantly, accurately and swiftly with the public and Embassy staff, both in person, email, and on the phone, are required.
5. Have a working knowledge (or clear understanding) of the organizational structure of sections of the Government of Australia and the ability to learn complex regulations and procedures, to apply this theoretical knowledge in daily work situations, is required.
6. Sound computer skills, including knowledge of the internet and Microsoft Outlook are required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **January 9, 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: CONSULAR CLERK (PART-TIME)**POSITION GRADE LE- 6
(STARTING SALARY A\$57,421
PRO-RATA)**

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

Responsible for fielding general visa inquiries from the public, disseminating the appropriate information and instructions regarding official visas for Australian Government Departments, liaising with U.S. and Australian Government officials on other visa related matters and keeping abreast of all new regulations and information with regards to visa requirements and applications. Additional duties include performing all aspects of consular work including American Citizen Services, judicial assistance and other specialized consular work when required and during periods of absence of the full-time Consular Assistant.

Major Duties and Responsibilities

The part-time position for 20 hours per week (Tuesday to Friday) will provide consular services as follows:

- Responds to public telephone and written inquiries regarding Non-Immigrant Visas and disseminates appropriate information based upon knowledge of NIV regulations including the Visa Waiver Program and Electronic System for Travel Authorization (ESTA). Written and verbal responses will include answering specific inquiries according to regulations, referring individuals to the public visa information phone numbers, or directing inquirers to further information available on the internet for the Embassy, Consulates and Department.
- Assists Australian Government Departments and other Embassies with their inquiries with regard to official Non-Immigrant visas including giving information about the requirements and submission of applications. Verbal or written communication is often required to ensure accuracy of submission criteria. Liaise with the NIV sections of the consulates in Australia when requests are received regarding progress of official visa applications.
- Liaises with Australian Members of Parliament and U.S. Government officials inquiring on behalf of their constituents on visa issues. These inquiries are to be dealt with promptly and often entail sending detailed information and contact details to the appropriate Consulate for investigation.
- Records statistical information relating to NIV services to be included in the annual consular package.
- Keeps abreast of current and new regulations, information from the State Department and Mission's website, 9 FAM and 7 FAM on the internet and cable traffic in regards to visa requirements and applications, passport information and other services provided by the Consular Section.
- Responds to requests for information regarding American Citizen Services (ACS) including passports, reports of birth, taxation, voting, Social Security and Veterans Affairs, disseminating accurate information based upon knowledge of ACS regulations or directing individuals to appropriate websites.
- Drafts Diplomatic Notes on a range of consular and visa matters for signature by the Consular Officer.

- As a consular Class B sub-cashier, utilizes the ACRS machine to record accurately the no-fee transactions for processing notarial or fee transactions for letter rogatory cases.
- Runs appropriate daily and monthly reports on the ACRS system for required verification by the Consular Officer and Budget & Finance Officer.
- Completes special consular projects assigned by the Consular Officer or Consular Assistant and other duties as required.

BACK-UP CONSULAR ASSISTANT

During periods of absence of the Consular Assistant (TDY, annual leave, or sick leave), provides the full range of consular duties, including:

American Citizenship Services

- In each American citizen arrest, death, repatriation, welfare & whereabouts, child abduction, and child custody case, serves as one of the primary points of contact, drafts cables and correspondence, follows active cases until closed, and keeps track of any media reports.
- Arranges appointments and prepares documents for the Consular Officer's signature in notary cases for Mission Personnel.
- Helps Americans and appropriate Australians register with the Social Security Administration.
- Gives citizens voting registration materials, including state-by-state information, and collects ballots.
- Provides federal, state tax information and federal tax forms.
- Registers young American men for the draft.
- Advises citizens and other callers about consular information sheets and travel warnings.
- Assists American citizens with appropriate relocation information following a divorce in Australia.
- Responds to requests for local VA case assistance, arranges medical examinations on request from the VA for AmCit veterans residing in the ACT, and notifies the Department of VA of deaths of individuals in the ACT receiving VA benefits.

Passport and Citizenship Services

- Assists applicants in completing applications and compiling supporting documents for passports and Consular Reports of Birth Abroad (CRBAs).
- Accepts and document-checks regular passport applications for Mission personnel for processing at the Sydney Consulate.
- Inputs passport applications into the Sydney ACS+ system, including running name checks, prior to sending documents to the Sydney Consulate for adjudication and printing.
- Assists Mission personnel to complete applications for diplomatic, official passports and no-fee passports, and forwards them to Washington for processing.
- Watches for document fraud or false statements.

Special Consular Services

- In judicial assistance (Letter Rogatory) cases, examines the documents submitted to ensure they are complete and conform to Australian requirements, prepares the Diplomatic Notes for Officer signature in such cases, submits them to the Australian government, tracks the progress of open cases to their conclusion, and keeps the officer and Washington informed of significant events.

- For U.S. to Australia extradition cases, receives documentation from Australian government officials and processes it for Ambassadorial signature.
- For Australia to U.S. extradition cases, serves as the primary liaison point between the U.S. Department of Justice, the U.S. Department of State, and the Australian government. This includes processing extradition paperwork from the U.S. government going to the Australian government, liaising with the U.S. Marshals and the consulates affected by Marshal visits, and following cases to completion.
- Provides forms, writes diplomatic notes, and arranges for visa from foreign embassies for Mission employees.
- Runs Name Checks on American citizens for the Embassy Regional Security Office and Legal Attaché Section and notes results.
- Tracks statistical information relative to consular services and compiles that information for the annual consular package.

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 10) is required.
2. At least two years' experience in customer service; explaining regulations and instructions; exercising judgment and initiative in situations of limited supervision is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Excellent interpersonal skills to be able to deal pleasantly, accurately and swiftly with the public and Embassy staff, both in person, email, and on the phone, are required.
5. Have a working knowledge (or clear understanding) of the organizational structure of sections of the Government of Australia and the ability to learn complex regulations and procedures, to apply this theoretical knowledge in daily work situations, is required.
6. Sound computer skills, including knowledge of the internet and Microsoft Outlook are 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.

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
All applicants must address the selection criteria with specific and comprehensive information supporting each item.

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

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS JANUARY 9, 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

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