



## **HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA**

### **VACANCY ANNOUNCEMENT**

**ANNOUNCEMENT NUMBER – 11 - 079**

- OPEN TO:** All Interested Candidates/All Sources
- POSITION:** American Citizens Services (ACS) Assistant,  
FSN-8; FP-6  
(Salary approx. Tk. 47,000 per month)
- OPENING DATE:** October 27, 2011
- CLOSING DATE:** November 14, 2011
- WORK HOURS:** Full-time; 40 Hours/5 days per week

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

The U.S. Embassy in Bangladesh is seeking an individual for the position of **American Citizens Services Assistant** for its American Citizens Services Unit (ACS) in the Consular Section.

**BASIC FUNCTION:** The incumbent executes a wide variety of tasks in support of providing American Citizens Services at Embassy Dhaka. Incumbent manages the American citizen registration system, maintains the warden system, processes passport and citizenship document applications, provides



ACS information, in person and through correspondence, provides Special Citizens Services and maintains liaison with government and non-governmental organizations.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

### **(A) Warden/ U.S. Citizen Registration Maintenance**

- ✦ Incumbent is primarily responsible for U.S. citizen registration and the upkeep and maintenance of the warden system in accordance with the regulations. The incumbent enters new data and modifies or amends current registration information. Once the information is in the consular proprietary American Citizen Services (ACS) software system, s/he assigns private U.S. citizens to one of the five warden zones in Bangladesh, and, if applicable, one of the eight zones in Dhaka. Due to the sensitive nature of such records, s/he must safeguard names and identities of registrants.
- ✦ S/he is responsible for creating administrative warden systems in addition to maintaining the current community warden systems. The job holder is tasked with responding to population movement in country and within the Capitol city and to adjust warden zones accordingly. S/he is expected to have detailed knowledge of divisions and zoning areas within Dhaka and in Bangladesh.
- ✦ Incumbent serves as the primary liaison with the wardens, sub-wardens and the private U.S. citizen community. S/he sends out warden and demonstration messages informing the private U.S. community in the event of an emergency, disaster or threat, and distributes other information of interest such as changes in consular section work hours and procedures, voting information, etc. Additionally, the job holder contacts wardens and sub-wardens periodically to update warden contact information and travel plans. Incumbent accepts warden and sub-warden applications and process applications for approval. Incumbent is also responsible for maintaining and updating various ACS databases and the Consular Emergency Action Plan.

### **(B) Direct Customer Service**

- ✦ Incumbent serves as a point of contact with public and host nation officials, and as such must have expert knowledge of local culture, institutions, and political climate as well as history of ACS actions and case precedents. Incumbent is frequently required to provide service to emotionally distraught U.S. citizens. Consequently, incumbent must

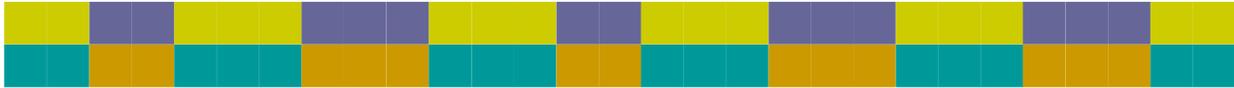


maintain a positive, professional demeanor in often trying circumstances. Incumbent is frequently called on to provide expert advice concerning ACS matters. Incumbent must have expert knowledge concerning the processing of U.S. passport applications, CRBA applications, CRDA applications, notarials, repatriation loan processing of U.S. passport applications, etc., in accordance with the regulations. The position requires that the incumbent respond a wide range of often complex U.S. citizen promptly and courteously.

- ✦ S/he pre-screens ACS cases, independently advises applicants of supplementary documents required when necessary, and alerts the ACS supervisor and adjudicating officers with respect to missing documents and to cases requiring special handling or attention. S/he assists applicants in obtaining and completing requisite application forms and documents; and makes recommendations concerning applicant readiness for officer interview.
- ✦ Incumbent responds to inquiries in person, by mail, e-mail, or by telephone in both English and Bangla using form templates and individually drafted correspondence. Incumbent ensures that all written correspondence on ACS issues is answered in a timely and responsive manner, and assists prompt response to Congressional inquiries by accessing files and conducting necessary research.
- ✦ Incumbent serves as an interpreter for American Consular Officers during ACS interviews on a daily basis. Incumbent serves as the initial screen to detect fraud, including impostors and false documents. Using his/her in-depth knowledge of Bangladeshi society, economy, political environment and cultural norms, incumbent must alert the adjudicating officer to evidence of documentary, identity, age, relationship fraud or unusual circumstances. S/he draws on in-depth knowledge of local culture and customs to help the officer understand cases in their social and economic context.
- ✦ The job holder also serves as liaison to the Ministry of Foreign Affairs, the Ministry of Home Affairs, the Immigration Office, Police Stations and Special Branch in respect to ACS matters.

### **(C) Process Passport and Citizenship cases**

- ✦ As ACS Assistant, S/he receives case assignments from a variety of walk-in, telephone, fax or other sources and schedules Consular Report of Birth Abroad (CRBA) applications via phone, email or in-person. Incumbent executes all procedures associated with the processing of passport applications and CRBAs, reviews all documentation, analyzes supporting documents and researches cases. Once issues are



recognized, incumbent applies a set of relatively complicated guidelines such as U.S. Law, Consular Regulations, established policies regarding acquisition of U.S. citizenship and related Immigration and Nationality Acts (INA), and briefs the adjudicating officer on the eligibility or ineligibility of the U.S. passport or CRBA applications and any fraud indicators.

- ✦ Once the CRBA applications are approved, the incumbent prints CRBAs by following correct Department Standard Operating Procedures and conducts Quality Assurance (QA) on printed CRBAs. When CRBA applicants are found not qualified, incumbent officially records the denial in the ACS system software, creates a look out in the Consular Lookout and Support System (CLASS) and prepares memo to send the refused applications to the Department of State.
- ✦ The job holder also collects and reviews all documentation regarding renunciation of U.S. citizenship, advises applying U.S. citizens about the complex regulations regarding the renunciation process and prepares Certificates of Loss of Nationality for the Department's approval.

#### **(D) Liaison with other agencies**

Incumbent maintains liaison with the United States Citizenship and Immigration Services (USCIS), the Social Security Administration (SSA) and the Office of Personnel Management (OPM) in the following capacities:

USCIS: Incumbent reviews all documentation and advises the ACS officer on cases that involve lost legal permanent resident (LPR) cards. S/he conducts primary interviews and advises the ACS officer of possible irregularities in the case. The job holder assesses supporting documents and advises the ACS officer on cases of suspected fraud or ineligibility for transportation letters. The job holder is also responsible for contacting USCIS New Delhi and the Image Retrieval office (IRT) to collect more information and images on suspected fraud cases. Once case is found issuable, s/he will prepare transportation letters.

SSA: Incumbent drafts correspondence both to claimants and the SSA, and prepares investigation reports for the SSA. S/he supplies Social Security Card applicants with applications and advises applicants of additional documentation requirements. Incumbent reviews all submitted applications and documents for completeness and sends the applications to the SSA regional office for processing.



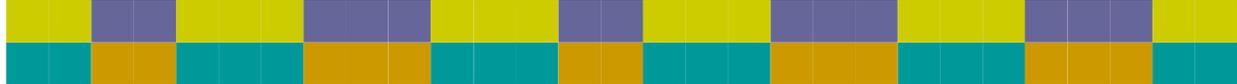
OPM: Incumbent drafts correspondence both to claimants and the OPM. S/he prepares investigation reports, advises annuitants, reviews all submitted applications and documents, and sends the applications to the OPM regional office for processing.

**(E) Other**

Incumbent assists the ACS supervisor in all matters regarding Special Citizen Services. These include a broad spectrum of activities, including children's issues (adoption or custody), threat and harassment complaints, business and land disputes, travel advisories, tax and voting information and forms, and assistance to U.S. citizens with Bangladeshi Visa and immigration problems. Also performs other duties as assigned by the ACS supervisor

**QUALIFICATIONS REQUIRED:**

- 1. Education:** A university degree (a degree obtained after at least three years of full time study) is required. *(You must attach a copy of your university degree certificate along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) Speaking/Reading/Writing English and Bangla is required. English and Bangla language proficiency will be tested.
- 3. Prior Work Experience:** At least two years experience in administrative, governmental or para-professional field is required.
- 4. Knowledge:** Thorough understanding of Bangladeshi culture and social environment; knowledge and demonstrated ability to effectively explain complex visa policies and procedures to seniors, peers and members of the public.
- 5. Skills and Abilities:** Must be able to perform duties effectively and tactfully in a high-pressure workplace. Must demonstrate well-developed team skills and contribute to a collegial work environment and must possess expert interpersonal skills. Must possess advanced oral and written English language communications skills. Must possess advanced ability to use sophisticated, proprietary consular software.



## **SELECTION PROCESS:**

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

## **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.

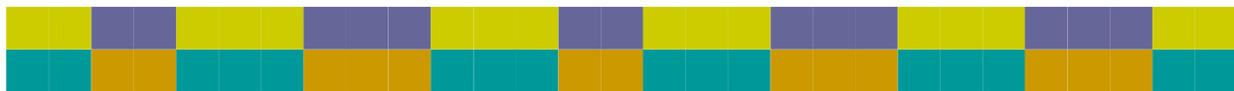
## **TO APPLY:**

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

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

### [Application Form](#)

2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.



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

**All Bangladeshi applicants must complete the application form & must attach the following documents; if you do not attach the below mentioned documents, your application will not be considered complete, therefore, will not be processed further:**

- I) A passport size photograph (taken within six months),**
- II) A copy of Passport or Voter ID or Driver's License, and**
- III) A copy of educational or trade school certificate as required.**

**Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.**

**SUBMIT APPLICATION TO:**

Human Resources Office  
Attention: HRO  
Address: Embassy of the United States of America  
Madani Avenue, Baridhara  
Dhaka – 1212

**All candidates** must submit the Universal **Application for Employment form** DS-174 either by regular mail (postal service) **or**, deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**

Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at <http://dhaka.usembassy.gov/>

**POINT OF CONTACT:**

Human Resources Assistant  
Telephone # 885-5500 (between 10am to 11am Sunday thru Thursday)

**DEFINITIONS:**

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);



- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFM's without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).



**CLOSING DATE FOR THIS POSITION: November 14, 2011**

**NOTE:** *“Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency.”*

***The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, 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.

Cleared by:

HRO: x

CONS: x

FMO: x

MGT: x