



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 13 - 041

OPEN TO: All Interested Candidates/All Sources Candidates

POSITION: American Citizens Services (ACS) Specialist,
FSN-10; FP-5 (Salary approx. Tk. 96,000 per month)

OPENING DATE: July 31, 2013

CLOSING DATE: August 15, 2013 (before 4:30 p.m.)

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 (ACS) Specialist** for its American Citizens Services (ACS) Unit in the Consular Section.

BASIC FUNCTION: With full supervisory authority over all Locally Employed Staff (LE Staff) members of the unit, the incumbent trains the Consular Assistants and oversees his/her work and also responsible for the scheduling of and support for all American Citizen Services actions.



MAJOR DUTIES AND RESPONSIBILITIES:

A. Unit Supervisor:

- Performs with full supervisory authority over four LE Staff assigned to the Unit. Line Management supervision responsibilities include hiring or selecting new employees, assigning tasks to individual staff, approving and disapproving leave, nominating employees for training, monitoring employee performance, providing in-house/on-the-job training, applying informal discipline and preparing performance evaluations for all employees supervised.
- Provides training to the Junior Officer assigned to the ACS unit, review work in progress, updates and maintains the ACS Officer's handover guide, ACS orientation checklist, etc. Makes sure that the officer is familiar with all aspects of ACS work in Dhaka, providing socio-cultural, political and legal background of Bangladesh and how it affects various ACS work. Officers will depend on sound professional advice and recommendation from the ACS Supervisor and s/he must be able to provide such advices based on his/her in-depth knowledge of the Foreign Affairs Manual (FAM), Code of Federal Regulations (CFR), Immigration and Nationality Act (INA), Passport and Citizenship laws and regulations, etc.
- Provides work guidance or general supervision to ACS Assistant, assigns tasks, monitors work and provides input to the ACS Chief for final appraisal.
- Manages the ACS work schedule. Working in conjunction with the ACS Chief and ACS officer s/he opens and maintains the online ACS appointment calendar. Also assesses the emergency or urgent requests for appointments and gives suggestions to the ACS Chief.

B. Regular and Special Citizen Services:

- Resolves and manages the most sensitive individual cases, as well as manages larger issues relating to the ACS sub-function(s). Quickly ascertain the nature of services needed and ensures that ACS Chief is made aware of critical issues in a timely fashion while simultaneously ensuring the processing of other active inquiries. Must have expert knowledge concerning the processing of U.S. passport applications, Consular Report of Birth Abroad applications, Consular Report of Death Abroad applications, notarials, etc. in accordance with the regulations contained in various U.S. Laws, Consular Regulations in the Foreign



Affairs Manual (Section 7 and 9) and established policies regarding acquisition of U.S. citizenship and related Immigration and Nationality Acts. Checks the final documents (Passport and CRBA) prepared by four LE Staff and one Consular Assistant and makes sure the services are provided with accuracy and efficiency. Corresponds with various U.S. Government offices (Office of Overseas Citizen Services, Office of Children's Issues, IT Support Desk, Social Security Administration Office, etc.) and Bangladesh Government and Non-government offices regarding sensitive or urgent cases agencies to ensure that the interests of U.S. citizens residing in Bangladesh are represented. Frequently called on to provide expert advice concerning ACS matters. As such s/he must have expert knowledge of local culture, institutions, and political climate as well as history of ACS actions and precedence.

- Reviews all documentation and advises the ACS Chief in cases of renunciation of U.S. citizenship, and prepares Certificates of Loss of Nationality for the Department's approval. Is the primary contact for destitute or incapacitated U.S. Citizens requesting financial assistance from the US government. Prepares loan applications, arranges quick approval of the loans from OCS and makes travel arrangements for repatriation/return to U.S. Monitors autopsies, arranges funeral services, cremations and/or shipment of remains to the U.S., inventories and secures personal effects of deceased U.S. citizens and arranges for the remains to be shipped to the next of kin. Monitors arrest cases, maintains continuous contact with arrested U.S. citizens and family members, explains local legal procedures and provisions of law. Serves as the liaison with high officials in local police prison directorate. Attends trials with ACS Chief or other designated Consular Officer and reports irregularities therein. Supervises the ACS counter, dealing with a wide range of queries from U.S. citizens and family members promptly and courteously. These cover a broad spectrum of concerns, including children's issues (adoption/custody), threat and harassment complaints, business and land disputes, travel advisories, tax and voting information and forms, etc. Ensures that all U.S. citizens have their inquiries addressed by the appropriate party and that the waiting times for being seen by either LE Staff or ACS Chief are kept as short as possible.

C. Other:

Responsible for ensuring that all U.S. citizens have their inquiries addressed by the appropriate party and that the waiting times for being seen by either LE staff or ACS Chief are kept as short as possible. Also, acts as a backup or backstop for any or all ACS staff in any emergency.



QUALIFICATIONS REQUIRED:

- 1. Education:** Bachelor's degree in Arts, Commerce, or Science is required. *(You must attach a copy of your bachelor degree certificate along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) Speaking/Reading/Writing English and Bangla required. English and Bangla language proficiency will be tested.
- 3. Prior Work Experience:** At least three to five years of responsible experience in dealing with sensitive regulatory issues as applied to family or social work, immigration status, criminal or civil law, or similar fields required.
- 4. Knowledge:** Must possess a thorough understanding of Bangladeshi culture and social environment. Must possess knowledge and demonstrated ability to effectively explain complex customs and immigration regulations, as well as procedures pertaining to voting, tax, federal benefits, and selective service registration.
- 5. Skills and Abilities:** Must be able to perform duties effectively and tactfully in a high pressure, fast-paced workplace. Must demonstrate well-honed team skills and contribute to a collegial work environment. Must develop and maintain extensive contacts with authorities from the Government of Bangladesh, as well as airlines, hospitals, and other places of interest to the ACS Unit. Must be an effective supervisor and possess advanced oral and written English language communication skills.

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.

EFMs 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: August 15, 2013



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