

HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 14 – 033

- OPEN TO:** All Interested Candidates/All Sources
- POSITION:** Visa Information Assistant (Team Leader), FSN-9; FP-5
(Salary approx. Tk. 74,000 per month)
- OPENING DATE:** June 4, 2014
- CLOSING DATE:** June 17, 2014 (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 applications for the position of **Visa Information Assistant (Team Leader)**, for its Immigrant Visa (IV) Unit at the Consular section.

BASIC FUNCTION: The incumbent is the supervisor of sub-unit (Information Unit) of the Immigrant visa unit and is responsible for answering correspondence and enquires concerning all categories of immigrant and non-immigrant visas. S/he answers regular and complicated public inquiries concerning various immigrant and non-immigrant visas by e-mail, and



telephone. S/he is responsible to maintain processing of revocation memos which include writing the memo, sending the revocation package to NVC and processing the cases of upon receipt decision from USCIS. The Information Unit deals with more than twenty thousand (20,000) inquiries per year including emails, paper inquiries and congressional inquiries.

MAJOR DUTIES AND RESPONSIBILITIES:

A. Sub Unit Supervision:

As IV Information Unit Team Leader, s/he is responsible for supervising 3 Locally Employed Staff (LE staff) and 4 contact employees, performs all administrative and technical supervision of all LE Staff colleagues assigned to the Sub Unit. In consultation with the immigrant visa unit supervisor, s/he develops and implements policies and procedures for the sub unit concerning all elements of Visa Information Services. Directly supervises and prepares evaluation reports for team members.

B. Visa Information Services:

i. Correspondence:

Serves as the Unit's principal interface with the public including American citizen petitioners, beneficiaries, attorneys, employers, and other interested parties. Responds to inquiries in person, e-mail, or by telephone in both English and Bengali using form templates and individually drafted correspondence. S/he fields a significant number of inquiries regarding the status of specific cases in all categories of immigrant visas (including Immediate Relative, Family Preference, employment-based visas, adoption cases) and non-immigrant visas (Tourist, Student, Business, and petition based cases).

Responsible for the prompt response to Congressional inquiries within 3 working days, ensures that all written correspondence on immigrant and non-immigrant visa issues is resolved and answered in a timely and responsive manner. S/he consults with the IV supervisor or NIV supervisor or adjudicating officers or Visa Chief on very complex cases.

ii. Review and update web sites:

Responsible to update website information related to immigrant and non-immigrant visas, must demonstrates a strong grasp of the relevant elements of the Immigration and Nationality Act (INA), including Patriot Acts and Child



Status Protection Act, and be able to explain these laws as they apply to individual cases to the public. S/he is also responsible to translate all the instructions in Bengali.

iii. Point of contact:

S/he is responsible for dealing with I-130 petition request at post and forwarding the request to USCIS for approval. S/he is the point of contact for the post's panel physicians and communicates with NVC, Visa Office, CA service desk, and others.

C. Assistance and support to adjudicators:

Provides visa related advice to Consular managers, including Consul General. Incumbent serves as an interpreter for adjudicating officers during visa interviews and review of cases on a daily basis. Incumbent is responsible for mentoring and sponsoring new officers. Using 9 FAM, INA and Bangladesh Civil and family law, employee is responsible to draft revocation memos and Advisory Opinion for Fraud Prevention Manager and Visa Chief's review.

S/he serves as the initial screen to detect visa fraud, including imposters and false documents. Using his/her indebts knowledge of Bangladeshi society, economy, political environment and cultural norms, s/he must alert the consular officer to evidence of documentary, identity, age, or 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. S/he provides adjudicating officers with information relating to background checks and security clearance requirements.

D. Communication/Direct Customer Service:

Responsible to deal with telephone calls from petitioners, beneficiaries, attorneys, employers, and other interested parties. Provides applicants and their families with information concerning requirements and procedures for applying for all types of visas processed by the Section. When needed, s/he prescreens IV cases, independently advises applicants of supplementary documents required, and alerts the IV supervisor and adjudicating officers with respect to missing documents and to cases requiring special handling or attention. Advise applicants with respect to U.S. immigration formalities after their admission to the U.S.



QUALIFICATIONS REQUIRED:

- 1. Education:** Bachelor's degree (4 years) in Arts, Commerce, or Science from a recognized University is required. *(You must attach a copy of your bachelor's degree certificate along with your application form.)*
- 2. Language Proficiency:** Level IV (Fluent) speaking/reading in English and Bangla is required. Serve as Bangla interpreter for English-speaking colleagues. Ability to write English at the U.S. high school graduate level is required. English and Bangla language proficiency will be tested.
- 3. Prior Work Experience:** Minimum three years' experience in administrative, governmental or para-professional or customer service, either internal or external is required. In addition, three years of consular work experience or at least two years of supervisory experience is required.
- 4. Knowledge:** Thorough understanding of Bangladeshi culture and social environment. Ability to use sophisticated consular software, e.g. NIV, INK, IVO and CCD.
- 5. Skills and Abilities:** Must be able to perform duties effectively and tactfully in a high pressure workplace, demonstrated well developed team skills and contribute to a collegial work environment, possesses excellent interpersonal skills. Must possess advanced oral and written English language communication skills. Ability to explain new policies and procedures to LE Staff ensuring that any change will be promptly and completely implemented.

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.
6. The candidate must be able to obtain and hold a security clearance.

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.

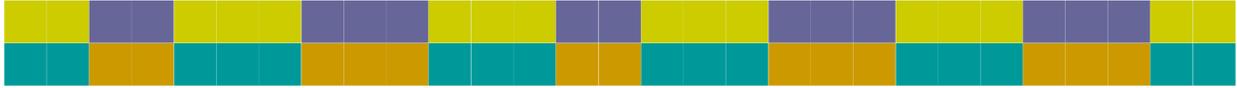
6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- 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: June 17, 2014

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