



**U.S. Mission to *Bridgetown, Barbados,  
Eastern Caribbean and the OECS***

**VACANCY ANNOUNCEMENT NUMBER: 16-001**

**OPEN TO:** All Interested Candidates/All Sources

**POSITION:** Visa Assistant

**OPENING DATE:** January 5, 2016

**CLOSING DATE:** January 19, 2016

**WORK HOURS:** Full-time, 40 hours/week

**SALARY:** Ordinarily Resident (OR): FSN-06/1 – BDS \$54,067.00  
Not-Ordinarily Resident (NOR): FP-08/1 – US\$36,353.00  
\*Final grade/step for NORs will be determined by Washington.

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The United States Embassy in Bridgetown is seeking eligible and qualified applicants for the position of Visa Assistant. Visa Assistants have a wide range of processing responsibilities in the Consular Section and work closely with U.S. Consular Officers in the visa adjudication process. Applicants must be detail-oriented and be able to work accurately and efficiently in a high volume processing environment.

**BASIC FUNCTION OF POSITION**

The Visa Assistant pre-screens and accepts Non-Immigrant Visa (NIV) applications as part of the intake process. They provide general information to the public on NIV processing and requirements, including maintaining the section's mailbox and responding to written inquiries. The Visa Assistant also maintains and updates consular files. From time to time the Visa Assistant will provide support to the Immigrant Visa, Anti-Fraud and American Citizen Services Units within the Consular Section.

**QUALIFICATIONS REQUIRED**

Applicants must address each required qualification listed 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. **EDUCATION:** Completion of Secondary School is required.
2. **EXPERIENCE:** One to two years of progressively responsible office clerical work and customer service experience is required.
3. **LANGUAGE:** Level IV English fluent written and oral proficiency (Speaking, Reading, Writing) is required.  
Level III French Good working knowledge (Speaking, Reading, Writing) is required. **(This will be tested.)**

**4. SKILLS AND ABILITIES:** Incumbent must be able to work well under pressure in a fast-paced, professional environment. Ability to work as a team member, sharing responsibility is required. Must be able to work well with the public, always exhibiting a professional demeanor, tact and patience. Effective and responsive customer service skills is required. Precision in data entry is required. Must show good judgment, knowing when to refer a case to the NIV Chief or NIV LE Staff Supervisor. Familiarity with standard computer applications and the ability to respond precisely to written and verbal inquiries is required. Ability to type at least 30 wpm. **(This will be tested.)** Good working knowledge of MS Word, Excel and Outlook. Ability to plan and organize independent work is required.

**5. JOB KNOWLEDGE:** At full performance level, an in-depth knowledge of visa law and NIV policy and procedure is required. A working knowledge of 9 FAM Parts II and IV is expected, and familiarity with immigration patterns in the Eastern Caribbean and with Eastern Caribbean civil documents. Prior knowledge of U.S. visa laws and regulations is required.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://barbados.usembassy.gov/vacancies2.html> and/or by contacting the Human Resources Office (246) 227-4342.

**SELECTION PROCESS:** When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

**HIRING PREFERENCE ORDER:**

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

**ADDITIONAL SELECTION CRITERIA:**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts 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 Non-Sensitive security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, 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.

**HOW TO APPLY:** Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (**Form DS-174**), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, language test scores, work and/or residency permits, CSME skills certificate).

**IMPORTANT:** Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

**WHERE TO APPLY:**

**Human Resources Office**      Human Resources Office, Bridgetown, Barbados-  
Telephone: (246) 227-4342 or (246) 227-4014.

**Mailing Address:**            U.S. Embassy, Wildey Business Park, Wildey, St. Michael,  
Barbados BB`14006

**FAX Number:**                1-246(227-4048)

**E-mail Address:**            [BridgetownHR@state.gov](mailto:BridgetownHR@state.gov)

**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 A - DEFINITIONS

**Eligible Family Member (EFM):** An EFM for employment purposes is defined 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. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **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 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 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):** A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

**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.

*Drafted: CRivera – HR*

*Cleared: MHunte - HR*

*Cleared: TPajusi - CONS*

*Approved: SCuthbertson – A/MO*



**(75%) Performs all aspects of applicant intake and visa printing, to include: uploads visa applications to NIV system, verifies accuracy of applicant-entered data on application form, verifies applicant photos are of usable quality or enters a replacement photo, captures high-quality fingerprints of visa applicants, detects and notes anomalies to adjudicating officers. Incumbent is accountable for visa foils during visa printing. Prints issued visas and inspects printed visas for accuracy before they are released to applicants. Prepares manifest of passports released to courier in a timely manner.**

**(15%) As assigned: Answers public inquiries by fax, phone or e-mail, and responds to expedited appointment requests. Collects, sorts, records and distributes daily incoming and outgoing passports for NIV and files all issuances and refusals. Serves as POC for vendor queries, troubleshooting payment and appointment scheduling problems. Serves as POC for courier to resolve any uncollected and passport delivery issues. Liaises with waiting room security guards as needed to confirm applicant appointments. Handles diplomatic and official visa applications, including correspondence with host government and foreign missions pertaining to those visa cases. Assists with American Citizen Services outreach to other islands in consular district and other outreach in coordination with Public Affairs. Assists the Fraud Prevention Unit with tasked projects. Assists with other duties as needed.**

**(5%) Serves as consular section's designated French and creole language speaker, assisting with French and creole language applicant intake and providing translation for visa interviews as required.**

**(5%) Serves as backup cashier.**

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15. Qualification Required For Effective Performance

a. Education

**Completion of secondary education required.**

b. Prior Work Experience

**One to two years of progressively responsible office clerical work and customer service experience is required**

c. Post Entry Training

**One year of on-the-job training in visa regulations and procedures, consular systems, customer service and internal workflow control. Completion of PN-410 (Orientation for Locally Employed Staff) and PA453 (Ethics Orientation for New Locally Employed Staff) and additional distance learning and FSI-based courses as appropriate.**

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II,III*) and specialization(*sp/read*)

**Level IV English fluent written and oral proficiency (Speaking, Reading, Writing) is required.**

**Level III French Good working knowledge (Speaking, Reading, Writing) is required.**

e. Job Knowledge

**At full performance level, an in-depth knowledge of visa law and NIV policy and procedure is required. A working knowledge of 9 FAM Parts II and IV is expected, and familiarity with immigration patterns in the Eastern Caribbean and with Eastern Caribbean civil documents. Prior knowledge of U.S. visa laws and regulations is required**

f. Skills and Abilities

**Incumbent must be able to work well under pressure in a fast-paced, professional environment. Ability to work as a team member, sharing responsibility is required. Must be able to work well with the public, always exhibiting a professional demeanor, tact and patience. Effective and responsive customer service skills is required. Precision in data entry is required. Must show good judgment, knowing when to refer a case to the NIV Chief or NIV LE Staff Supervisor. Familiarity with standard computer applications and the ability to respond precisely to written and verbal inquiries is required. Ability to type at least 30 wpm. (This will be tested.) Good working knowledge of MS Word, Excel and Outlook. Ability to plan and organize independent work is required.**

16. Position Element

a. Supervision Received

**Incumbent is supervised directly by the NIV LES Supervisor and the NIV Chief. Also receives instructions and assignments from other Consular Officers, the Deputy Consul General and the Consul General.**

b. Supervision Exercised

**No formal supervisory responsibilities.**

c. Available Guidelines:

**Intranet provides 9 FAM, ALDAC cables, reciprocity tables and all current policy and procedural information. Post-specific Standard Operating Procedures for LE Staff and EFMs.**

d. Exercise of Judgment

**Must exercise judgment in dealing with difficult applicants or sensitive visa issues, as well as on all matters relating to visa processing, interpretation of visa laws and regulations, and applicable local law.**

e. Authority to Make Commitments

**All prospective visa applicants request for expedited appointments, should be referred to NIV LES Supervisor for approval, and in his/her absence, the NIV Chief. Can independently grant expedited appointments to prospective visa applicants, committing LES and officer time and energy.**

f. Nature, Level, and Purpose of Contacts

**Daily contact via telephone, e-mail and in-person with visa applicants from diverse nationalities, American citizens, U.S. permanent residents and Mission colleagues. Explains visa policy and procedures, as well as expedited appointment and referral requirements.**

g. Time Expected to Reach Full Performance Level

**Six months.**