



**U.S. EMBASSY
BRIDGETOWN, BARBADOS
VACANCY ANNOUNCEMENT 16-019**



OPEN TO: All Interested Candidates/All Sources

POSITION: Visa Assistant

OPENING DATE: June 8, 2016

CLOSING DATE: June 22, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-07/1 – BDS\$61,252.00(starting salary)
Ordinarily Resident (NOR): FP-07/1– US\$41,206.00 (starting salary)
*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 an eligible and qualified applicant for the position of Visa Assistant, in the Consular Section.

BASIC FUNCTION OF POSITION

The incumbent is one of seven NIV LE Staff providing the full range of visa services to approximately 40,000 NIV applicants per year. Daily work includes applicant intake, visa printing, and the in-processing and return of applicant passports via courier. May be called upon to backstop the Immigrant Visa and American Citizen Services units as needed. Serves as section cashier.

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 education is required.
- 2. EXPERIENCE:** One (1) year general office experience is required.
- 3. LANGUAGE:** Level IV English (fluent), speaking, reading and writing ability is required.

4. SKILLS AND ABILITIES: Incumbent must be able to work well under pressure in a fast-paced, professional environment. Must work as a team member, sharing responsibility. Must be able to work well with the public, always exhibiting a professional demeanor, tact, and patience. Precision in data entry is required. Must show good judgment, knowing when to refer a case to the NIV Chief or NIV LES Supervisor. Familiarity with basic computer applications and the ability to respond precisely to written and verbal inquiries is required. Must be able to type 40 wpm. Must be able to plan and organize independent work. (*skills will be tested*)

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.

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

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 – HRA

Cleared: MHunte-HRS

Cleared: TOwens – RHRO

Cleared: JShaw, CONS

Cleared: BLieke, CONS

Cleared: WBent, CONS

Approved: PKalinowski – 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.

(10%) Serves as consular section cashier.

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15. Qualification Required For Effective Performance

a. Education

Completion of secondary education is required.

b. Prior Work Experience

One (1) year of general office 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 fluent English (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.

f. Skills and Abilities

Incumbent must be able to work well under pressure in a fast-paced, professional environment. Must work as a team member, sharing responsibility. Must be able to work well with the public, always exhibiting a professional demeanor, tact, and patience. Precision in data entry required. Must show good judgment, knowing when to refer a case to the NIV Chief or NIV LE Staff Supervisor. Familiarity with basic computer applications and the ability to respond precisely to written and verbal inquiries is required. Must be able to type 40 wpm. Must be able to plan and organize independent work.

16. Position Element

a. Supervision Received

Incumbent is supervised directly by the NIV LE Staff 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 LE Staff Supervisor for approval, and in his/her absence, the NIV Chief. Can independently grant expedited appointments to prospective visa applicants, committing LE Staff 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.