AMERICAN EMBASSY, COTONOU

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER: 2016-20D

OPEN TO: Current employees of the Mission – All Agencies and/or
U.S. Citizen Eligible Family Members (USEFMs),
Eligible Family Members (EFMs), or
Member of Household (MOH) – All Agencies

The "Open To" category listed above refers to applicants who are eligible to apply for this position. The "Open To" category should not be confused with a "hiring preference" which is explained later in this vacancy announcement.

POSITION: **Visa Clerk**
Developmental Level

OPENING DATE: August 12, 2016

CLOSING DATE: August 19, 2016

WORK HOURS: Full time; 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-05
CFA4,494,900 to CFA7,890,572 p.a.
Not Ordinarily Resident (NOR): FP-09
AEFM, FP-09*: $32,931 to $48,360 p.a.
USEFM, FP-09*: $28,262 to $41,504 p.a.
*Final grade/step for NORs will be determined by Washington

The U.S. Embassy in Cotonou is seeking an individual for the position of **Visa Clerk** in the Embassy Consular Section.

Please note that this position is being advertised at the Full Performance Level under vacancy announcement N0. 2016-20. Respond only to the vacancy announcement for which you are qualified. Do not apply for the two (2) vacancies.

Special Note: This position requires thorough knowledge of laws, regulations and procedures regarding consular work. Developmental level may be established depending on qualifications and experience.

BASIC FUNCTION OF POSITION

Under the supervision of the Consular Officer, the incumbent serves as the consular section's primary cashier, administrative assistant and office manager. S/he manages correspondence and files. Updates website, social media and standard operating procedure (SOPs) files. Maintains standard correspondence; responds to inquiries; liaises with the Facilities Maintenance and General Services sections. Performs document intake processes for Immigrant Visa (IV) applicants and screens incoming documentation and information from a variety of sources. Performs passback function for Immigrant Visa (IV) and Non-Immigrant Visas (NIV). Schedules Deoxyribonucleic acid (DNA) appointments, performs intake procedure for DNA process.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

a) Education: Completion of secondary school (Baccalaureat) is required.

b) Prior Work Experience: Two (2) years' experience working with the public and providing customer service are required.

c) Language Proficiency:
Level IV (Fluent) speaking, reading and writing of English is required.
This will be tested.

Level IV (Fluent) speaking, reading and writing of French is required.
This will be tested.

d) Skills and Abilities: Must be able to interact quickly and effectively with mid-level and high-level Beninese government officials on ACS or visa cases; represent the U.S. Embassy effectively to visa applicants and U.S. citizens. Must possess good interpersonal skills. Must be able to use Microsoft Office suite and specialized consular applications. Must possess good communication, typing and basic numerical skills. **These will be tested.**

e) Knowledge: Must possess a thorough knowledge of applicable laws, regulations, and procedures. Must possess a general knowledge of Benin and its cultural norms.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office at HROCotonou@state.gov or 229 21 30 06 50, Ext. 7898/7842.

HIRING PREFERENCE SELECTION PROCESS: When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

(1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
(2) AEFM / USEFM
(3) FS on LWOP**

*** IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of 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. 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. Failure to do so may result in the determination that the applicant is not qualified

1. Cover letter
2. Universal Application for Employment (UAE) (Form DS-174)
http://photos.state.gov/libraries/benin/19452/pdfs/DS174_APPLICATION_FOR_EMPLOYMENT_FORM.doc ; plus

3. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

WHERE TO APPLY

Application packages containing all the information listed in items "1" through "3" above can be scanned into pdf format **and sent as a single file to the following E-mail address**. Files should not exceed 10 MB or they may be rejected by the embassy's server. Paper applications mailed to the embassy will not be accepted for this vacancy announcement.

Management Officer
United States Mission Cotonou
E-mail: hrocotonou@state.gov

CLOSING DATE FOR THIS POSITION: August 19, 2016 at 13:30

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 (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is 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; **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 **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes 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 and resides at the sponsoring employee's post of assignment abroad 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 for employment purposes 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, **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad **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): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission. A MOH is an individual who meets the following criteria:

(1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; **and**
(2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; **and**
(3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may **or** may not be a U.S. Citizen.

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**
- 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.