



UNITED STATES CONSULATE GENERAL  
RIO DE JANEIRO, BRAZIL

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*Management Notice No. 12-008  
January 27, 2012*

*TO: ALL POST PERSONNEL*

*FROM: MGMT OFFICER, PATTI HOFFMAN*

*SUBJECT: POSITION VACANCY - VISA CLERK*

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**OPEN TO:** All Interested Parties – All Agencies

**POSITION:** Visa Clerk, FSN-5(T)-FSN-6/FP-9(T) – FP-8

**OPENING DATE:** Friday, January 27, 2012

**CLOSING DATE:** Friday, February 10, 2012

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

**SALARY:** \*Ordinarily Resident (OR): R\$34.036 p/a (Starting salary) - (Position Grade: FSN-5(T))

\*Not-Ordinarily Resident (NOR): \$31,963 USD p.a. (Starting salary) (Position Grade: FP-9(T) – subject to Washington Approval

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

The U.S. Consulate General in Rio de Janeiro is seeking an individual for the position of Visa Clerk (Trainee) in the Consular Section, NIV Unit.

**BASIC FUNCTION OF POSITION**

This is the single training level established to provide time and opportunity for the incumbent to acquire the knowledge, training ("**PC-102, Immigration Law and Visa Operations**") and experience necessary to perform the functions of the position at the full performance level. Key will be training which will focus on understanding the Non-Immigrant Visa application processes to include handling all types of non-immigrant visa cases from routine to moderately complex, review applications, perform data entry,

capture photos, print and paste issued foils into passports. Attention to details is paramount as is the need to learn visa classification and reciprocity based on applicable regulations. During the trainee period, the incumbent will be required to learn how to advise officers on US and Brazilian laws and regulations, communicate with visa applicants via phone, answer questions and perform clerical tasks such as filing, scanning documents and perform other duties as required by Supervisor.

**TRAINEE LEVEL: At the end of one year, the incumbent may be promoted to the full performance level (FSN-6) if all requirements above are met. If not, the employee will remain in the trainee level until all requirements are fulfilled.**

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact: 3823-2608

### **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **EDUCATION:** Completion of Secondary (high school) is required.
2. **EXPERIENCE:** Progressive experience in general clerical work dealing with the public is required.
3. **LANGUAGE:** Level III (good working knowledge, written/spoken) English and Portuguese is required. **THESE WILL BE TESTED.**
4. **KNOWLEDGE:** Good working knowledge of general office and clerical procedures and Brazilian society, customs, legal and social systems.
5. **SKILLS AND ABILITIES:** Attention to details of clerical skills and the physical preparation of the visa. Ability to organize each day in an effective manner based on the workload at hand as well as to be flexible when required to drop the task at hand in order to assist officers with pressing matters. Ability to work under pressure. Courtesy, alertness, a positive attitude and the ability to learn quickly are necessary. Should be able to courteously and tactfully handle guests in both positive and negative situations. Ability to identify customer information needs and explain clearly the essentials of complex regulations. Prior experience with basic computers skills.
6. Applicants must be able to lift and carry 30 lbs. (13 kg).

### **SELECTION PROCESS**

When fully qualified, U. S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, continuity 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. Universal Application for Employment as a Locally Employed Staff or Family Member (DS 174); **or**

2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**

3. A current resume or curriculum vitae **IN ENGLISH** that provides the same information found on the UAE (see section 3A below for more information). **We will not/not accept any applications that are not submitted in English; plus**

4. Candidates who claim U.S. 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.

5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

3A. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

### **Failure to do so will result in an incomplete application**

A. Position Title

B. Position Grade

C. Vacancy Announcement Number (if known)

D. Dates Available for Work

E. First, Middle, & Last Names as well as any other names used

F. Date and Place of Birth

G. Current Address, Day, Evening, and Cell phone numbers

H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)

I. U.S. Social Security Number and/or Identification Number

J. Eligibility to work in the country (Yes or No)

K. Special Accommodations the Mission needs to provide

L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type

M. Days available to work

N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)

O. U.S. Eligible Family Member and Veterans Hiring Preference

- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

### **SUBMIT APPLICATION TO**

Email: [riorecruitment@state.gov](mailto:riorecruitment@state.gov)

**(PLEASE PUT POSITION TITLE)**

### **POINT OF CONTACT**

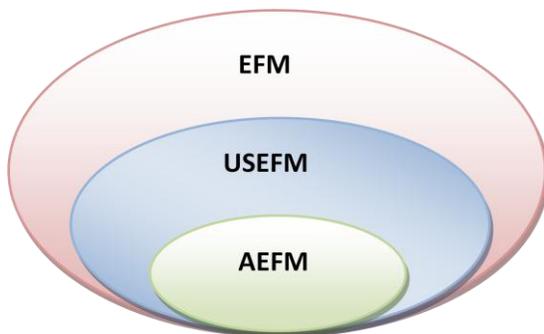
Human Resources Office

Ana-Maria Miranda

Av. Pres. Wilson, 147 – Castelo, Rio de Janeiro, RJ 20030-020

Tel: 21 3823-2608

### **DEFINITIONS**



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

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: Friday, February 10, 2012**

The US Mission in Brazil 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.

Drafted: HR/amcm

Clear: CONS/BMULLARKEY