



UNITED STATES EMBASSY OTTAWA, CANADA
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5483 FAX: (613) 688-3055

Location: OTTAWA, CANADA

**PEAK SEASON VISA CLERK
(TEMPORARY POSITION)
VACANCY NUMBER: 11-23**

Thursday, April 28, 2011
This Vacancy is **Open**

OPEN TO: All Interested Candidates

POSITION: Peak Season Visa Clerk **Grade:** FSN-4
*FP-AA

OPENING DATE: Thursday, April 28, 2011

CLOSING DATE: Thursday, May 12, 2011

WORK HOURS: Full time; 40 hours per week

SALARY: Ordinarily Resident: FSN-4 CDN \$17.23 per hour
*Not-Ordinarily Resident: FP-AA

LENGTH OF HIRE: Estimated start date: ASAP
Not to exceed: August 26, 2011

NOTE: ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

ALL ORDINARILY-RESIDENT APPLICANTS MUST HAVE CANADIAN CITIZENSHIP OR HAVE THE REQUIRED WORK AND/OR RESIDENCE PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in OTTAWA is seeking an individual for employment in CANADA for the position of Peak Season Visa Clerk in the Consular Section.

BASIC FUNCTION OF POSITION

The incumbent will provide clerical assistance including: receiving intake documents, checking application forms for completion, entering applicant data into computer, filing issued and refused applications, filing and distributing visaed passports to applicants, and other duties as assigned.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each of the six required qualifications detailed below with specific and comprehensive information supporting each item. Interested candidates for this position MUST submit a Universal Application for Employment as a Locally Employed Staff or Family Member

(DS-174) UAE. The form is available online at <http://ottawa.usembassy.gov/>

Additionally, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter AND in the SUBJECT line when submitting electronically.

PLEASE NOTE: In the SUBJECT line of the online submission, please indicate your preference status i.e. USEFM, US Veteran, Permanent Resident, Dual Citizen, and/or Canadian Citizen.

In a situation where additional announcements are published to advertise this position, the job function, required qualifications, and other terms and definitions contained in this official, approved Embassy advertisement shall be used as the controlling document for purposes of screening and selecting qualified candidates.

- 1. Education:** Completion of one year post secondary school is required. Please submit a copy of the required educational credentials with your application.
- 2. Experience:** Minimum three months of customer service experience is required.
- 3. Language:** Level IV (fluent) speaking/reading/writing English is required.
- 4. Knowledge:** Knowledge of 9FAM/22CFR, Immigration & Nationality Act (INA), other related laws and general office procedures is required.
- 5. Skills and Abilities:** Word processing and keyboarding skills for utilization of Microsoft Office is required.
- 6. Interpersonal Skills:** Ability to exercise tact in dealing with the public and work under pressure in a high volume job is required.

SELECTION PROCESS

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

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 U.S. 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. Candidates must be able to obtain and hold a security clearance for this position

and pass a medical examination.

7. Testing may be conducted to ensure eligibility levels for specified skills and abilities are met. Overall score ranges for testing through the PreVisor online program are provided under "Definitions".

TO APPLY

In the SUBJECT line of the online submission, please indicate the job announcement number and title.

All applicants must submit a cover letter addressing each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications. Please state the Job Announcement number and Job Title in the 'SUBJECT' line of your electronic (e-mail) your submission.

U.S. Citizen Eligible Family Members (USEFMs) and U.S. Citizen Veterans are preference candidates and should identify themselves accordingly on the cover letter and in the 'SUBJECT' line of your electronic submission to expedite the screening process.

Interested applicants for this position **MUST** submit the following:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174). The form is available online at:
http://ottawa.usembassy.gov/content/content.asp?section=embconsul&document=hr_employment_cdn

PLEASE NOTE: RESUMES ALONE WILL NOT BE ACCEPTED. IT IS A REQUIREMENT THAT ALL JOB APPLICATIONS BE SUBMITTED ON THE UAE (DS-174)

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 (Report of Separation from the Armed Forces of the United States.) This form must accompany their application.

3. Any other documentation (e.g., education verification (copy of degree), essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

4. SF-50 Personnel Actions which reflect employment status and Highest Previous Rate (HPR) of salary must be provided by U.S. Citizen Eligible Family Members (USEFMs).

SUBMIT APPLICATION TO: Human Resources Office
U.S. Embassy
P. O. Box: 866, Station: B
Ottawa ON K1P 5T1

You may also e-mail the Applications to:
ottawahr@state.gov and Reference Job Announcement number.

POINT OF CONTACT: Lynn Merry
Phone: (613) 688-5483

DEFINITIONS

preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see below) at least 18 years of age; 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 FAM3232.2.

II. EFM: An individual related to a U.S. 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, step-children 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 step-parents 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 step-sisters and step-brothers, 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.

III. 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.

An MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside other Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

IV. 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 tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

V. Ordinarily Resident (OR) - A Foreign National or U.S. 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 U.S. Social Security Numbers are also OR. All OR employees,

including U.S. Citizens, are compensated in accordance with the Local Compensation Package (LCP).

Test Information:

* Proficiency Level Descriptions - PreVisor Talent Measurement Test Score Results
The proficiency levels describe in very general terms what typical examinees know and their capabilities in an applied setting. Score ranges for proficiency levels of skills and abilities as tested through the PreVisor online program are as follows:

NOVICE: 1.00 - 1.50: Demonstrates an understanding of only the most basic concepts contained within this topic. Individual will most likely require formal training or self-study before receiving any assignments in this area.

BASIC: 1.51 - 2.50: Demonstrates an understanding of the fundamental concepts involved with this topic. Knowledge level appears equivalent to that gained through introductory courses. May require supplemental training and close supervision to develop a working knowledge level to be able to perform assignments independently.

PROFICIENT: 2.51 - 3.50: Demonstrates a solid understanding of core concepts within this topic. Appears capable of working on most projects in this area with moderate assistance. May require some initial assistance with advanced concepts.

ADVANCED: 3.51 - 4.50: Demonstrates a clear understanding of many advanced concepts within this topic. Appears capable of mentoring others on most projects in this area.

EXPERT: 4.51 - 5.00: Demonstrates understanding of most advanced concepts within the subject area. Appears capable of mentoring others on the most complex subjects.

CLOSING DATE FOR THIS POSITION: THURSDAY, MAY 12, 2011

The U.S. Mission in Canada 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.

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