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: TORONTO, CANADA

VISA CLERK

VACANCY NUMBER: 14-11

Friday, January 17, 2014
This Vacancy is **Open**

OPEN TO: All Interested Candidates

POSITION: Visa Clerk **Grade:** FSN-6; FP-8*

OPENING DATE: Friday, January 17, 2014

CLOSING DATE: Friday, January 31, 2014

WORK HOURS: Full time; 40 hours per week

SALARY: Ordinarily Resident FSN-6/1, $41,431 CAD p.a.
*Not-Ordinarily Resident FP-8/1, $36,111 USD p.a.

LENGTH OF HIRE: PSA/FMA

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. Consulate in TORONTO is seeking an individual for employment in CANADA for the position of Visa Clerk in the Consular Section.

BASIC FUNCTION OF POSITION

This Locally Employed Staff (LE) position processes visas as part of an LE team and receives some guidance as needed. The incumbent is responsible for visa processing tasks to include: intake of visa applications with direct interaction with applicants at the visa window, data entry of required information into consular systems, quality assurance checks of authorized applications, printing visas, preparing drafts of clearance requests to the Department of State in cases requiring necessary administrative processing, preparing drafts of requests for waivers of inadmissibility to the Department of Homeland Security, maintaining and updating visa files, and responding to inquiries from applicants and the public in person, by e-mail, and over the telephone.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each of the six required qualifications detailed below with specific and comprehensive information supporting each item.

1. Education: Completion of secondary school.

2. Experience: Minimum of one year of customer service, administrative, government or paraprofessional experience that requires the application of regulatory material in decision making.

3. Language: Level IV (fluent) Speaking/Reading/Writing English.

4. Knowledge: Must have the ability to use/apply regulations immediately and develop a thorough knowledge of relevant regulations, laws, and post-specific standard operating procedures and materials relating to the areas of responsibility of this position: 9 FAM/22CFR; Immigration and Nationality Act, as Amended, and related laws; Toronto-specific SOPs; application and refusal forms; Department of Homeland Security, U.S. Embassy Ottawa and Consulate General Toronto websites.

5. Skills and Abilities: The incumbent must possess highly developed written and oral skills to carry out detailed and repetitive visa processing work with accuracy, tact, and sound judgment, both as a team member and independently, under pressure. Within an assigned schedule meets a heavy visa production target. Must have the ability to use office equipment, standard office applications computer software, and consular systems.

6. Interpersonal Skills: Must be able to work courteously and efficiently under pressure with colleagues, superiors and the public in multicultural environment.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs), and U.S. Veterans will be given preference. Preference Candidates should clearly identify themselves in the subject line. It is also essential that candidates address the required qualifications above in the application.

Candidates for employment are normally hired at the first step of the grade of the position. However, HR Ottawa may consider previous salary history in determining a salary level above Step 1. Documentation must be provided to confirm salary rates above Step 1. For USEFMs, an SF-50 personnel action is required.

When a candidate meets all the advertised requirements of the position (e.g. education, prior work experience, language), but has no knowledge of the internal operating procedures of the section or agency, they may be hired at a Developmental Level.

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. Temporary employees do not serve probationary period therefore they are eligible to apply for positions.

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 non-sensitive 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.

TO APPLY

All applications must include:

1. 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.

2. Resumes will not be accepted. It is a requirement that all applicants fill out the DS-174 Universal Application Form which can be found on the website at http://canada.usembassy.gov/about-us/human-resources.html.

3. U.S. Citizen Eligible Family Members (USEFM's) and U.S. Veterans are preference candidates and should identify themselves accordingly on the application. Candidates who claim U.S. Veteran preference must include a copy of their DD-214 (Report of Separation from the Armed Forces of the United States).

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

5. Proof of eligibility to work in Canada (i.e. copy of passport, birth certificate, permanent residency card, etc.)

SUBMIT APPLICATION TO: Management Office/HR
U.S. Consulate
360 University Ave.
Toronto Ontario M5G 1S4

E-Mail Address: TrtHR@state.gov
Please reference Job Announcement number.

POINT OF CONTACT: Management Office/HR
Phone:(416) 595-1700

DEFINITIONS

I. U.S. Citizen Eligible Family Member (USEFM) - For purposes of receiving a 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).

CLOSING DATE FOR THIS POSITION: FRIDAY, JANUARY 31, 2014

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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