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

PASSPORT AND CITIZENSHIP ASSISTANT (2 POSITIONS)

VACANCY NUMBER: 15-95

Thursday, October 29, 2015

This Vacancy is **Open**

OPEN TO: All Interested Candidates / All Sources

POSITION: Passport and Citizenship Assistant **Grade:** FSN-8; FP-6*

OPENING DATE: Thursday, October 29, 2015

CLOSING DATE: Thursday, November 12, 2015

WORK HOURS: Full time; 40 hours per week

SALARY: Ordinarily Resident FSN-8/1, 53,149 CAD p.a.
Not-Ordinarily Resident FP-6/1, 45,487 USD p.a.*
*Final grade/step for NORs will be determined by Washington.

LENGTH OF HIRE: Full-time permanent

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (SEE APPENDIX A FOR DEFINITION) MUST 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 Passport and Citizenship Assistant in the Consular Office.

BASIC FUNCTION OF POSITION

One of eight primary positions dealing directly with the public, at the counter, performing services in all areas of U.S. citizen services ranging from routine to moderately difficult.

QUALIFICATIONS REQUIRED

NOTE: 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 two years of post-secondary education in general studies OR completion of secondary school and six years of

progressively responsible work experience in a U.S. Consular Section or other immigration authority (any government), in a position which required extensive public contact and the application of highly regulated materials.

2. Experience: If completed two years of post-secondary education in general studies, minimum four years of progressively responsible work experience in a U.S. Consular Section or other immigration authority (any government), in a position which required extensive public contact and the application of highly regulated materials.

3. Language: Level IV (fluent) reading/writing/speaking English.

4. Knowledge: Must be familiar with 7 Foreign Affairs Manuel (FAM), have a working knowledge of pertinent portions of Canadian law, and general knowledge of U.S. Social Security and income tax laws.

5. Skills and Abilities: Jobholder must be adaptable and capable to comply with the varied casework demands to include: dealing with an often challenging public, typing at a proficient level, filing with accuracy, and maintaining strong attention to detail.

6. Interpersonal Skills: Jobholder must be able to communicate with tact and discretion and be able to remain calm and polite when providing customer service.

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.

TO APPLY

Applicants must submit the following documents to be considered:

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. Universal Application for Employment (UAE) (Form DS-174), which is available on our website at http://canada.usembassy.gov/about-us/human-resources.html or by contacting Human Resources. (See "For Further Information" above); and

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

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

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).

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

Appendix A.

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.

CLOSING DATE FOR THIS POSITION: THURSDAY, NOVEMBER 12, 2015

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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