

# Vacancy Announcement



U.S. Embassy Copenhagen

<b>ANNOUNCEMENT NUMBER: VA 16-07</b>	<b>SUBJECT: Visa Clerk Temporary Position (6 Months)</b>	<b>March 21, 2016</b>
--	--	-----------------------

**OPEN TO:** All Interested Candidates / All Sources

---

**POSITION:** Visa Clerk

**OPENING DATE:** March 21, 2016

**CLOSING DATE:** April 4, 2016

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

**SALARY:** Ordinarily Resident (OR): FSN-5 341,577.00 DKR  
Not-Ordinarily Resident (NOR): FP-8 Step 1 \$36,837.00\*  
*\*Final grade/step for NORs will be determined by Washington.*

**LENGTH OF EMPLOYMENT:** *This is a temporary position not to exceed six months from date of hire.*

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

The U.S. Mission in Copenhagen is seeking eligible and qualified applicants for the position of Visa Clerk within the Consular Section.

## **BASIC FUNCTION OF POSITION**

Provides non-immigrant visa (NIV) services for host-country and third-country nationals. Performs NIV processing, including accepting applications, reviewing applications for accuracy, performing data-entry, capturing photos, taking fingerprints, drafting clearance cables, and printing visas. Responds to public inquiries. Works collaboratively with others in the NIV unit to ensure efficiency of visa operations and tasks are completed on a daily basis.

## **QUALIFICATIONS REQUIRED**

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 secondary school, either High School, Danish Gymnasium or equivalent.
2. **EXPERIENCE:** One year of office or clerical work. Customer service experience required.
3. **LANGUAGE:** Level IV written and spoken English (good working knowledge). Level IV written and spoken Danish (good working knowledge). (This will be tested.)
4. **SKILLS AND ABILITIES:** Basic computer skills including Microsoft Office applications. Ability to adapt to new technology and unique software applications. Ability to draft correspondence in English and Danish. Ability to assist public in stressful situations and work well under time-constrained situations. Must be able to organize workload and set priorities, to work independently and as part of a team.
5. **JOB KNOWLEDGE:** Knowledge of Danish society, business practices, education and legal systems required.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities can be found at the end of this announcement or you may contact the Human Resources Office at: [CopenhagenHRVacancy@state.gov](mailto:CopenhagenHRVacancy@state.gov)

**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. 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:

1. Universal Application for Employment (UAE) (Form DS-174), which is available at the U.S. Embassy Copenhagen internet: <http://denmark.usembassy.gov/about-us/jobs.html>
2. A current resume or curriculum vitae that provides the same information found on the UAE in the same order, **and**
3. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.), **and**
4. Write a Statement of Interest where you explain why you are applying.

**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).

**WHERE TO APPLY:**

**E-mail Address:** [CopenhagenHRvacancy@state.gov](mailto:CopenhagenHRvacancy@state.gov)

*Your e-mail must state the vacancy announcement number and your name in the subject line.*

**CLOSING DATE FOR THIS POSITION:  
April 4, 2016**

**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 A - DEFINITIONS**

**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.

# Vacancy Announcement



U.S. Embassy Copenhagen

<b>ANNOUNCEMENT NUMBER: VA 16-07</b>	<b>SUBJECT: VISA CLERK MAJOR DUTIES AND RESPONSIBILITIES (Full Performance)</b>	<b>DATE: March 18, 2016</b>
--	---	---------------------------------

## MAJOR DUTIES AND RESPONSIBILITIES

Provides non-immigrant visa (NIV) services for host-country and third-country nationals. Performs NIV processing, including accepting applications, reviewing applications for accuracy, performing data-entry, capturing photos, taking fingerprints, drafting clearance cables, and printing visas. Responds to public inquiries. Works collaboratively with others in the NIV unit to ensure efficiency of visa operations and tasks are completed on a daily basis.

Application in-take and data entry: Screens incoming visa cases for accuracy and completeness. Organizes and tracks visa applications so that consular officers can adjudicate cases and ensure that the legal requirements of the application have been met. Processes all types of visa cases for applicants who apply in Copenhagen including third-country nationals (TCNs). Cordially interacts at in-take window with the public to explain visa processing, fees, documentary requirements, and application forms. Collects biometric data using consular systems. Base on knowledge of U.S. visas laws, regulations, legal precedents, and Danish environment alerts consular officers to any unusual characteristics of cases. Performs case data entry, using specialized consular systems, ensuring accuracy and completeness of information entered.

Visa processing (20%): Prints visas, properly safeguarding visa foils, and prepare documents for return to applicants. Liaises with courier service regarding document delivery. Drafts Security Advisory Opinion and waiver requests for cases with special processing requirements. File and track status of pending applications.

Public Inquiries/Outreach (20%): Answers the full range of telephone and written inquiries based on knowledge of U.S. visa law and procedures. Communicates with applicants while cases are in review process. Liaises with off-site contracted call center to ensure appropriate follow-up to applicant inquires. Participate in outreach to inform interested groups, such as to student/exchange visitor groups or program sponsors, about visas regulations, and procedures.

Other duties (5%): Manage special projects or portfolios, including developing expertise in particular categories of visas, as assigned. Perform other consular duties as needed.