

MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: VN – **Federal Benefits Assistant**

Office: HR

No. 079/12

Date: 04/25/12

Reference: N/A

OPEN TO: Internal applicants only

POSITION: Federal Benefits Assistant
Full-performance level: FSN-9/ FP-5 (steps 1-4)
Developmental Level: FSN-8/FP-6
(One or two years of developmental level will be determined based on qualifications. See additional criteria item 6.)

OPENING DATE: April 26, 2012

CLOSING DATE: May 10, 2012 (COB)

WORK HOURS: Full time

SALARY: **Not-Ordinarily Resident:** (FP grade is confirmed by Washington)
Full Performance: FP-5: US\$ 50,043 p.a. (starting salary step 1)
Developmental level (one or two years based on qualifications):
FP-5: US\$ 44,737 p.a. (starting salary step 1)
(Only U.S. EFM's can qualify. See under definitions below)

Ordinarily Resident annual rate:

Full Performance: FSN-9: US\$35,771 p.a. (starting salary)
Developmental level (one or two years based on qualifications):
FSN-8: US\$28,280 p.a. (starting salary)

Note 1: All ordinarily resident applicants must have the required work and/or residency permits to be eligible for consideration. See definitions for Ordinarily Resident and Not-Ordinarily Resident

Note 2: All positions advertised are subject to availability of funds.

Note 3: U.S. Citizens including U.S. Veterans who are not AEFMs (see definitions section) if hired will be paid under the Local Compensation Plan.

IMPORTANT REMARKS:

1. Human Resources will only contact those applicants who demonstrate on their application form that they meet or exceed all the position requirements (education, experience, language, knowledge and skills). Regret letters will only be sent to short listed candidates and AEFMs.

2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.

The U.S. Embassy in Quito is seeking an individual for the position of Federal Benefits Assistant in the Consular Section.

BASIC FUNCTION OF POSITION

Serves as Federal Benefits Assistant for Ecuador developing and processing the full range Federal Benefits cases.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office intranet website or the Embassy internet

<http://ecuador.usembassy.gov/news/job-opportunities.html>

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. If you submitted previous applications, you will still need to provide documentation for this position.

- a. **Education:** Associate's degree or Ecuadorian equivalent to a two year degree in business administration, social science or liberal arts is required. (Send copy of **degree** for consideration).
- b. **Experience:**
Developmental level: Must have at least three years of progressively responsible experience in administrative work, implementing complex legal and regulatory guidelines, and customer service.
Full performance level: Same as developmental level plus one or two years as Federal Benefits Assistant is required.
- c. **Language Proficiency:** Level IV (fluent) spoken/reading English and Spanish is required. Applicant must attach the English and Spanish proficiency test report from Bloomfield Language School for the application to be considered (see below in section "To apply" for details).
- d. **Knowledge:** Needs firm understanding of Ecuadorian legal environment and government structure and should have basic knowledge and understanding of U.S. regulations and statutes, such as Social Security regulations, legal precedents, and court decisions. Must employ effective oral and written communication when dealing with an often demanding customer base that includes federal benefits claimants, recipients, and American citizens in distress. (All will be tested by HR)
- e. **Abilities and Skills:** Must have good working skills using Microsoft Office software including but not limited to Outlook, Word, Excel, internet and e-mail. (Will be tested by HR)

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFMs) 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. All applicants must be residing in Ecuador at the time of application per post policy. The only exceptions are U.S. Citizens EFM's who have been given orders and a date to arrive at post. A copy of the orders must be included in the application package.
3. Current employees serving a probationary period are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold an FMA appointment 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. The developmental level will be based on the qualifications and experience of the applicant; minimum time of developmental level 52 weeks on the job.
7. **The successful applicant should be available to enter on duty within 30 days of being notified that s/he has been selected and cleared for employment.**
8. All, including preference candidates, must meet all the requirements of the position at the time of the application to be considered, that includes test results.
9. Employment eligibility criteria for this position were established by the hiring supervisor.
10. Tests to assess a candidate's skill may be given to applicants for any position. Test results will become a part of the candidate's application package. If the applicant is not available for a test during the established timeframe or if the applicant does not pass the test, then the applicant will not be interviewed.
11. The Embassy will review work references or ask applicant for support documentation of any of the information submitted on applications.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Employment (DS-0174); or
2. A current resume or curriculum vitae that provides the same information as an DS-0174; plus:
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application and clearly mark the preference on the application or curriculum. To claim veteran's preference applicant must meet all the criteria given by the Office of

Personnel Management (OPM). HR will review all DD-214 forms against OPM requirements.

4. Ecuadorian work and/or Residency permit required with application.
5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
6. Language report from Bloomfield Language School, Alemania N30-169 y Vancouver, tel. 2548-624 or 2902791. For applicants living abroad see details under:
<http://ecuador.usembassy.gov/news/job-opportunities/language-testing-policy.html>

SUBMIT APPLICATION TO

- 1) Per email (preferred method)
E-mail: hroquito@state.gov
- 2) Per hand delivery (please note this method often results in applications not getting any form of response on the recruitment process)
American Embassy
Avigiras E12-170 y Av. Eloy Alfaro
Attention: Human Resources
- 3) For internal applicants drop your application on the application box located in HR waiting area. Make sure you have reviewed that all your documentation is complete and the application is date-stamp.

DEFINITIONS

1. **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.
2. **EFM:** An individual related to a US Government employee in one of the following ways:
 - Spouse;
 - 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.
3. **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.
4. **Not Ordinarily Resident (NOR)** – An individual who:
- Is an U.S. Eligible Family Member (AEFM)
 - 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.
5. **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 LCP.

CLOSING DATE FOR THIS POSITION: May 10, 2012

The US Mission in Ecuador 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.

CONS: AGrillos

HRS: PDurango

FMO: TSchmitz