



AMERICAN CONSULATE GENERAL, HYDERABAD, INDIA

VACANCY ANNOUNCEMENT NUMBER: **HYD-13-02**

RE-ADVERTISEMENT

OPEN TO: All interested candidates

POSITION: Visa Assistant; FSN-1415-07; HYA-310006 (Personal Service Agreement)

OPENING DATE: February 6, 2013

CLOSING DATE: February 20, 2013

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) - Grade: FP-07
Ordinarily Resident (OR) - Grade: FSN-7*

*Starting salary will be determined on the basis of qualifications and experience, and/or salary history.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Definitions) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate in Hyderabad is seeking an individual for the position of **Visa Assistant** in the **Consular Section**.

Applicants must apply on U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted.

BASIC FUNCTION OF POSITION

- In coordination with American Chief of Consular Analysis and Liaison Unit, updates and revises the Consular pages. Will be involved in video and other media production related to consular outreach.
- Works to update SharePoint, Face book page and other social media as needed.
- In coordination with Unit Supervisor, reviews, researches and responds to non-routine inquiries related to a variety of consular matters, including information ranging from basic requirements and procedures to apply for a visa to more complex matters such as U.S. visa laws and post policies.
- Answers inquiries, including complex attorney inquiries, concerning the status of pending NIV cases, where applicable.
- Helps unit respond to consular telephone inquiries from applicants, petitioners, attorneys, congressional offices, and government officials regarding visa application requirements, regulations, and procedures. Maintains computer and paper files of U.S. congressional inquiries and statistics on volume and type of Consular Analysis and Liaison Unit inquiries received.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

- a. **Education:** University Degree in Humanities or Commerce or Science.
- b. **Prior Work Experience:** Two years of experience using html or other web software, using social media tools such as Face book or Twitter, or other closely related experience.
- c. **Language Proficiency:** Level 4 in English and level 3 in Telugu or Hindi or Oriya is required.
- d. **Job Knowledge:** Knowledge of visa functions, applicable laws, regulations, and procedures for NIV, and Fraud Prevention Operations, including 9 FAM, 7FAM, State Department ALDACs and Consular SOPs. Knowledge of the NIV software and the Consular Consolidated Database is required. A thorough understanding of the general principles of filing, general office procedures, and computer-based data management is required. Must be proficient in Microsoft Outlook, Microsoft Office (Word, Excel, and Access) and Internet Explorer.
- e. **Skills and Abilities:** Must be able to work well with the general public and U.S. and host country state and central government officials, exercising tact, discretion

and good judgment in a high-pressure environment. Must be able to function honestly and effectively. Must be able to understand and apply the processes of checks and balances and of proper documentation in processing replies to inquiries. Must be able to read and comprehend complex rules and regulations and to recognize when their application is warranted. Must have good judgment in referring cases to higher authority when necessary despite pressure from customers. The ability to type and to learn complex Consular Software is required. Must successfully complete the FSI Consular Correspondence Course PC 102 Immigration Law and Visa Operations.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. veterans are given preference. Therefore, it is essential that the candidate specifically 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.

TO APPLY

Interested applicants for this position should submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family member (DS-0174) is available on website <http://hyderabad.usconsulate.gov/jobopportunities.html> or

2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

U. S. Consulate General,
Human Resources Office
1-8-323, Paigah Palace, Chiran Fort lane,
Begumpet, Secunderabad - 500003.
or
FAX: 4033-8301
or
E-mail: Hyderabadvacancies@State.gov

Please insert **HYD 13-02** (Vacancy Announcement Number) in the Subject of the E-mail Hyderabadvacancies@State.gov. Applications without the Vacancy Number or with incorrect Vacancy Number will not be accepted.

DEFINITIONS

1. Eligible Family Member (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, 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.

2. 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 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.

3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. 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 U.S. Citizen.

5. 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 and 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.

6. 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 Plan (LCP).

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

A. Position Title

B. Position Grade

C. Vacancy Announcement Number

D. Dates Available for Work

E. First, Middle, & Last Names as well as any other names used

F. Current Address, Day, Evening, and Cell phone numbers

G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)

H. U.S. Social Security Number and/or Identification Number

I. Eligibility to work in the country (Yes or No)

J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)

K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type

L. Days available to work

M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)

N. U.S. Eligible Family Member and Veterans Hiring Preference

- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

CLOSING DATE FOR THIS POSITION: (February 20, 2013)

The U.S. Mission in Hyderabad 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.

Drafted: HR: V Saradhi
Cleared: CONS: R Boettcher
Approved: MO: D McCullough