AMERICAN EMBASSY, NEW DELHI, INDIA

VACANCY ANNOUNCEMENT NUMBER: 14-017A
TRAINEE LEVEL

REF: VACANCY ANNOUNCEMENT NUMBER: 14-017

OPEN TO: All interested candidates

POSITION: Visa Assistant (Trainee level), FSN-1415-06, DLA-310011T (Personal Services Agreement)

OPENING DATE: March 25, 2014

CLOSING DATE: April 07, 2014

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) - Grade: FP-08
Ordinarily Resident (OR) - Grade: FSN-06*
*Starting salary and grade 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. Embassy in New Delhi is seeking an individual for the position of Visa Assistant in the Consular Section.

NOTE: APPLICANTS WHO RESPONDED TO VACANCY ANOUNCEMENT NO 14-017 NEED NOT REAPPLY.

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

This is a trainee level position for the Visa Assistant. The incumbent will be trained to assist under the direct supervision of Senior Visa Assistant in the Immigrant Visa (IV), Nonimmigrant

(NIV) and Consular Information Unit (CIU), consisting of thirty five FSNs responsible for processing 13,000 immigrants, and over 170,000 NIV applications annually. Work in IV, NIV and CIU On rotational basis in Consular Section.

Performs the following duties, though not limited to:

- The incumbent will be trained to assist in the processing of complex and varied petition-based IV cases, including immediate relative, family-based, employment –based, returning resident, religious worker, and diversity and special interest visas.
- Review documents submitted by pending immigrant visa applicants in various stages of immigrant visa process ensuring that all required documentation is included and organize paperwork in an established order to facilitate review by an IV officer.
- Responsible for sending appointment letters and instruction packets to applicants. Draft Security Advisory Opinion (SAO) for immigrant visa applicants.
- Receive and screen incoming NIV applications and documentation for accuracy from prescreening window. Input the relevant data into the system, verifies SEVIS and PIMS records whenever applicable, capture photograph, produce machine readable visas, places visas in passports; passing it through the QA reader.
- Provide routine NIV and IV information to visa applicants in consular waiting room.
- In coordination with senior FSN of CIU, the incumbent will be trained to review research and respond to approximately 4000 congressional inquires annually related to a variety of NIV and IV matters, including information ranging from basic requirements and procedure to apply for a visa to more complex matters such as U.S. visa laws and post policies.
- Prepare and provide response by email through service provider for complex inquires by IV and NIV applicant.
- Maintain computer and paper file of U.S. congressional inquire and statistics on volume and type of Information unit inquire received.
- Prepare and participate on various outreach activities.
- Perform other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. To request the position description, kindly send an email to NewDelhiVacancies@State.gov.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school (Class XII) is required.
2. Two years' experience in area related to customer service or work applying regulatory material is required.
3. Level IV (fluency) in English and in Hindi (Speaking/Reading/Writing). Also Level-II in Tibetan language (Spoken only).**(When applying for the position, please indicate your level of proficiency for these languages)**
4. Demonstrated experience using personal computer with software packages including keyboarding and data entry skills.

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. Please note: Must answer all the questions in DS-174 application form.

http://newdelhi.usembassy.gov/job_opportunities.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. Embassy
Human Resources Office
Attention: S/HRO
Shantipath, Chanakyapuri
New Delhi 110 021
or
FAX: 2419-8056
or
E-mail: NewDelhiVacancies@State.gov

POINT OF CONTACT

Telephone: 24198227/8369/4398

Please insert **14-017A** (Vacancy Announcement Number) in the Subject of the E-mail NewDelhiVacancies@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. Date of Birth
E. Place of Birth
F. Dates Available for Work
G. First, Middle, & Last Names as well as any other names used
H. Current Address, Day, Evening, and Cell phone numbers
I. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
J. U.S. Social Security Number and/or Identification Number
K. Eligibility to work in the country (Yes or No)
L. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
M. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
N. Days available to work
O. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
P. U.S. Eligible Family Member and Veterans Hiring Preference
Q. Education
R. License, Skills, Training, Membership, & Recognition
S. Language Skills
T. Work Experience
U. References

CLOSING DATE FOR THIS POSITION: (April 07, 2014)

The U.S. Mission in New Delhi 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.