

# American Embassy, Amman

# Vacancy Announcement

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**ANNOUNCEMENT NUMBER:**  
**VA-016**

- OPEN TO:** All Interested Candidates – All Sources
- POSITION:** Mission Support Assistant (**Aqaba, Jordan**)
- OPENING DATE:** **February 11, 2016**
- CLOSING DATE:** **February 25, 2016**
- WORK HOURS:** Full-time; 40 hours/week
- SALARY:**
- Ordinarily Resident (OR\*) in Jordan: JD 9,998, per year, excluding allowances (position grade FSN-07). This is a trainee level position that will move to a full performance FSN-08 (JD 12,380 per year, excluding allowances) after completing 52 weeks of good or better service.
  - For EFMs\* and Not Ordinarily Resident (NOR\*) in Jordan: Position grade FP-07; salary is in US Dollars based on the US pay plan. *All FP position grades are determined by HR in Washington DC.*
- BENEFITS (OR\*):** Excellent working conditions; 5-day workweek; annual pay for performance increase; premier medical insurance coverage for employee and family; 20 holidays per year (American and Jordanian); provident fund retirement plan; ample opportunity for on-line/ classroom training and personal development.

**ORDINARY RESIDENTS (OR\*) MUST HAVE JORDANIAN WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION, SUBJECT TO AND IN ACCORDANCE WITH LOCAL LABOR LAWS.**

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The U.S. Embassy in Amman is seeking an individual for the position of Mission Support Assistant in the Department of Homeland Security (DHS) U.S. Customs and Border Protection (CBP). The position duty station is the port of Aqaba with occasional travel to Amman.

## **BASIC FUNCTION OF POSITION:**

The incumbent will assist U.S. Customs and Border Protection (CBP) Officers in processing and conducting examination of U.S. bound maritime containers at the Port of Aqaba, Jordan. The position consists primarily of acting as a liaison between CBP officials in Washington, D.C. and their counterparts within Jordan Customs. It also includes a broad responsibility of troubleshooting of IT equipment with some office administration related activities. Incumbent will

prepare monthly and yearly budget reports. The incumbent determines levels of supplies on a monthly basis purchases supplies and prepares pertinent documentation. Keeps track and analysis of all expenditures related to the operations of CSI Aqaba. Incumbent will work under minimum to no on-site supervision and will arrange and conduct meetings on behalf of CBP. The position maintains a 24-hour shift rotation schedule.

## **QUALIFICATIONS REQUIRED:**

**Note: Items 1-5 are ALL REQUIRED. All applicants must address each selection criterion detailed with specific and comprehensive information supporting each item.**

1. **Education:** University degree in mathematics, engineering, social sciences, chemistry, biology, information technology (IT) or any related field is required.

**Supporting documents (B.A. Degree) must be included in the application for eligibility purposes.**

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2. **Experience:** At least 2 years of IT and office administration experience is required.
3. **Language:** English Level 4 (*fluent*) in speaking, reading and writing and Arabic level 4 (*fluent*) in speaking, reading and writing is required. English proficiency will be tested.
4. **Knowledge:** A good knowledge of standard clerical /administrative routines including time management, managing paper flow, organizing files, objective setting and tasks prioritization is required. An understanding of the basic principles of good customer service is required. Good knowledge of host country geography and Jordanian Government entities is required. Good knowledge on how to monitor expenditures and their accuracy is required. Good knowledge on how to accurately prepare monthly reports is required. Good knowledge on how to request estimates for all types of purchases is required.
5. **Abilities & Skills** An excellent level of computer skills, with the ability to operate effectively with the Microsoft office suite including Word is required. Knowledge to trouble shoot IT hardware and software is required. Ability to prepare monthly and annual budget reports with accuracy is required. Ability to work under minimal to no on-site supervision is required.

## **SELECTION PROCESS:**

When equally qualified, U.S. 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. Current employees serving a probationary period are not eligible to apply.

3. Current OR\* 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 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 NOR\*s\* hired under a Personal Services Agreement 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. EFM\*s\* candidates must have at least nine months remaining at post from the closing date or they will not be considered.
7. EFM\*s\* not yet at post must be within 90 days of their arrival in order to be considered.
8. The candidate must be able to obtain and hold a local security clearance.

## **TO APPLY:**

Interested applicants must submit their application and all supporting materials to [AmmanEmployment@State.gov](mailto:AmmanEmployment@State.gov) or it will not be considered. Please note “**VA-016, DHS Mission Support Assistant**” in the subject line of the e-mail.

## **All application packages must include:**

1. Application for U.S. Federal Employment [DS-174](#) or a current resume or curriculum vitae that provides the same information as the DS-174.
2. Any other documentation (e.g. certificates, awards, copies of degrees earned) that addresses the required qualifications for this position. (**Education certificates must be included or the application will not be considered.**)
3. Driver’s license copy if applying for a position that requires driving a vehicle.
4. EFM\*, USEFM\*, and AEFM\* applicants must clearly indicate their status in the text or subject line of their application.
5. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. For more information on Veteran’s Preference go to <http://www.opm.gov/veterans/>.
6. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, agency, position and location). Any omission in this area, either intentional or unintentional, is cause for dismissal.

## **\*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; **and**
- Is under chief of mission authority.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual who meets 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; and resides at the sponsoring employee's post of assignment abroad; **or**
- resides at an Involuntary Separate Maintenance Allowance 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.

*Other family members or dependents on direct-hire FS, CS, or uniformed service member's travel orders who do not meet all of these criteria are not USEFMs or AEFMs for employment purposes.*

**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; **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad; **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.

*Other family members or dependents on direct-hire FS, CS, or uniformed service member's travel orders or approved Form OF-126 who do not meet all of the criteria are not AEFMs or US citizen EFM's for employment purposes.*

**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; 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.

*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 (if not US Citizen, submit form 12 FAM 275).*

**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
- 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.

*NOR employees are compensated under a GS or FS salary schedule, not under the LCP.*

**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.

*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).*

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**CLOSING DATE FOR THIS POSITION:** February 25, 2016  
An Equal Opportunity Employer

The U.S. Mission in Jordan 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.