U.S. Embassy Kuala Lumpur

MANAGEMENT NOTICE

#127-2015

TO: All Mission Personnel (All Agencies) **DATE: November 5, 2015**

SUBJECT: Vacancy Announcement – Visa Assistant

OPEN TO:	Current Employees of the Mission, U.S. Citizen Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Household (MOH) – All Agencies
POSITION:	Visa Assistant, FSN-7; FP-7 *
OPENING DATE:	November 5, 2015
CLOSING DATE:	November 19, 2015
WORK HOURS:	Full-time; 40 hours/week
SALARY:	*Not Ordinarily Resident (NOR) EFM/MOH: US$40,665 p.a. (starting salary) (Position Grade: FP-7 salary to be confirmed by Washington) *Ordinarily Resident (OR): RM39,751p.a. (starting salary) (Position Grade: FSN-7)

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.

The Embassy of the United States in Kuala Lumpur is seeking an individual for a Visa Assistant position dedicated to the Consular Section.

BASIC FUNCTION OF POSITION

Under direct supervision of the nonimmigrant visas (NIV) LE staff supervisor. Performs the full range of tasks necessary to process NIVs, including intake, data entry, biometric capture, visa printing, inserting visas into passports, and quality assurance. Pre-screens application data for completeness and payment of required fees. Responds to in-person, telephonic, and email inquiries concerning NIV application procedures. Drafts responses for Congressional and other NIV correspondence. Drafts and tracks security advisory opinions (SAOs). Maintains contact with travel agents and business representatives to coordinate group travel appointments and outreach on the visa application process.

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

QUALIFICATIONS REQUIRED

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

Education: Requires at least the completion of secondary schooling (SPM) level.

Experience: Requires at least two years of experience in customer service, education, in an office environment, or dealing with the public.

Knowledge: Basic understanding of Consular Section role and Embassy operations.

Abilities/Skills: Good oral and written communication skills, tact and excellent customer service abilities, Computer literacy with Windows-based applications, Keyboard Data Entry (at least 40wpm), Mechanical operation of office equipment and numerical skills.

Language: Level III (good working knowledge) in both spoken and written English (will be tested) and level II (basic knowledge) in Bahasa Malaysia is required.

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.

ADDITIONAL INFORMATION

Note 1: All positions advertised are subject to availability of funds.

Note 2: 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) and had included all the required documentation. Regret letters will only be sent to short listed candidates and AEFMs.

Note 3: 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.

TO APPLY
Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**

2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **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-214 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
Attention: Recruitment
Address: Human Resources Office
Embassy of the United State
P.O. Box 10035
50700 Kuala Lumpur; or

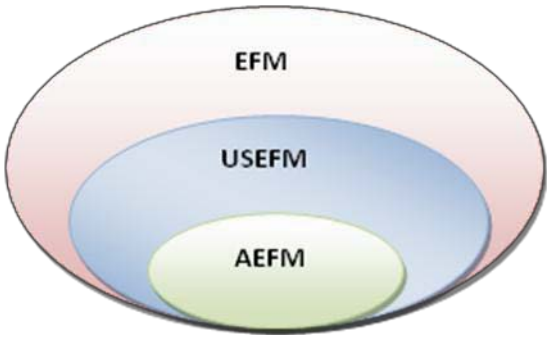
e-mail: KLHRO@state.gov

Telephone: +60-3-2168-5009

The U.S. Mission in Malaysia 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



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S. - citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

    a. Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
    b. 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;
    c. 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;
    d. 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:

    a. U.S. Citizen; and,
    b. EFM (see above) at least 18 years old; and,
    c. 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:

        i. 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
        ii. 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:

    a. *Is a* U.S. citizen; and
    b. 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
    c. *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
    d. *Is* residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan
    e. 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:

    a. Not an EFM; and,
    b. Not on the travel orders of the sponsoring employee; and,
    c. 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, and 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:

    a. Is not a citizen of the host country; and,
    b. Does not ordinarily reside (*OR*, see below) in the host country; and,
    c. Is not subject to host country employment and tax laws; and,
    d. 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:

    a. Is locally resident; and,
    b. Has legal, permanent resident status within the host country; and,
    c. 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).

APPENDIX B

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 (if known)

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. Licenses, Skills, Training, Memberships, and/or Recognitions

Q. Language Skills

R. Work Experience

S. References