



VACANCY ANNOUNCEMENT

U.S. EMBASSY MANILA

Vacancy Announcement Number: 2016 – 035

OPEN TO: All Interested Candidates / All Sources

The “Open To” category listed above refers to candidates who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

POSITION: Visa Assistant (Interview Support), LES-7

OPENING DATE: June 10, 2016

CLOSING DATE: June 20, 2016

WORK HOURS: Full-time 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-7; PHP 503,527.00 p.a.
Not-Ordinarily Resident (NOR): FP-7*
*Final grade/step for NORs will be determined by Washington.

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

The U.S. Embassy in Manila is seeking eligible and qualified applicants for the position of Visa Assistant in the Consular Section/Immigrant Visa Unit (CON/IV).

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. No need to follow-up. Thank you for your understanding.

BASIC FUNCTION OF POSITION

The Interview Support Assistant provides essential services to the Immigrant Visa Unit to ensure: (a) customer service excellence; (b) workflow and crowd management excellence; (c) and compliance with statutory regulations. The incumbent assists in managing a smooth workflow; monitors crowd movement outside IV/Consular waiting area vis-à-vis the file movement within the unit; and ensures that cases/applicants are at the right stage of the interview process. The interview support assistant serves as technical interpreter between the public and consular adjudicators on a regular basis; provides institutional knowledge to the adjudicators and/or maybe requested to explain

additional steps of the process or information in local dialect(s) to the applicants and various stakeholders at the interview windows. The interview support position receives the same training as the more senior position of case worker.

She/he is responsible for the correct organization, maintenance, preparation, and management of physical files and electronic records including but not limited to: (a) immigrant visa case files relating to specific individuals; (b) administrative files, subject files, and operational reports; (c) document submission and medical reports from either the applicant or the panel physician. All these should be handled in accordance with 9 FAM and 7 FAH files and records management regulations.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **EDUCATION:** Completion of at least two (2) years of college or university study in general coursework is required.
2. **EXPERIENCE:** Two years of work experience in consular area or any work involving customer service, inventory management, administrative, or file management; applying regulations is required.
3. **LANGUAGE:** Level 4 (Fluent) Speaking/Reading/Writing English and Tagalog languages are required. English language proficiency will be tested.
4. **SKILLS AND ABILITIES:** The incumbent must meet the following: (a) ability to multi-task efficiently with a high degree of accuracy in a physically demanding work environment; (b) extra-ordinary attention to detail and ability to maintain focus with repetitive tasks; (c) ability to diffuse conflicts, provide clear explanations of complex material, and provide service to an often stressed and anxious clientele; (d) knowledge of Microsoft Office suite and ability to learn specialized software systems; (e) capable of drafting correspondence in English and in Tagalog; and of adapting readily to new procedures. Incumbent must be meticulous, trustworthy, and dependable while serving as cashier with minimum supervision.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at http://manila.usembassy.gov/employment_opps.html and/or by contacting the Human Resources Office.

HIRING PREFERENCE SELECTION PROCESS: When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM / USEFM
- (3) FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a non-sensitive security clearance.

5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Necessary work permits (visa, reacquisition or proof of dual citizenship) for non-citizen of the host country (including a U.S. citizen or a third-country national).

WHERE TO APPLY:

Human Resources Office
New Office Annex Building,
United States Embassy
1201 Roxas Blvd, Manila
Telephone: (632) 301-2000 ext. 2251
Fax: (632) 301-2373, **Attention: HR Office**
E-mail: HRManila@state.gov (Indicate Vacancy Announcement Number in the subject.
Please send as PDF attachment.)

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission 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 (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is 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; **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 or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes 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 or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) 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.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes 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 or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **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.

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; **and**
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; **and**
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

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 as appropriate, at an office of the American Institute in Taiwan; **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.

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.

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