

Position Vacancy Announcement



U.S. Consulate General Merida

NO: 12/05
OPEN TO: All Interested Candidates
POSITION: A55-801 Telephone Operator/Systems Clerk, FSN-6
OPENING DATE: June 6, 2012
CLOSING DATE: June 20, 2012
WORKING HOURS: Full-time; 40 hours/week
SALARY: *Ordinarily Resident (OR): \$ 177,424.34 pesos per year (starting FSN-6 salary)

(Note: All ordinarily resident applicants must obtain the required work permit and/or must have the appropriate residency permit to be eligible for consideration.)

*Eligible Family Members and Members of Household must have at least one year remaining to their tour of duty to apply for this job. EFM's and MOH's may still apply if outside of these parameters however they will not be given preference when equally qualified. **NOTE: Consideration of EFM's will be based on funding availability. Please contact the EFM Coordinator at x4096 for more details.**

The U.S. Consulate in Merida is seeking an individual for the position of Telephone Operator/Systems Clerk.

BASIC FUNCTION OF POSITION:

Incumbent serves as telephone switchboard operator, handling all calls into the Consulate, answering basic consular inquiries with scripted responses, and forwarding all other calls to the appropriate section. Incumbent must be able to respond politely and patiently to telephone inquiries from callers in a variety of emotional conditions. Performs data entry and maintains different inventories for the Information Programs Center (IPC). Incumbent maintains the radio, Integrated Logistics Management System (ILMS), e-Score and other inventories. Incumbent backs-up the System Administrator and performs travel duties by using E-2 system.

QUALIFICATIONS

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

- Completion of High School.
- One year of customer service and office management experience, and one year experience in the operations of Windows software systems and peripheral equipment in English are required.
- Level IV (Fluent) English and Spanish Level IV (oral/written) are required. (Please see section on pg. 2 for test instructions).
- Must have general knowledge on computers (hardware/ software) and basic knowledge on web design.
- Good working keyboard and data entry speed (40+ wpm) skills are required. (Please see section on pg. 2 for test instructions).

SELECTION CRITERIA AND CONDITIONS OF EMPLOYMENT:

-When equally qualified, US 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.

All applicants must pass a rigorous security certification process.

Additional selection criteria

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving on probation are not eligible to apply.
- Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
- 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.
- All new Locally Employed Staff (LES) who have less than one year working in a position are not eligible to apply.
- In adherence to the recent guidance from the government of Mexico (GOM) to comply with the Mexican Nationality law, all Mexican-American dual nationals need to be aware that they will be recognized as Mexican nationals by the GOM. Dual nationals are hereby advised that this may affect their application for employment as well as their application for security certification. Until further guidance is received from the Legal Office of the State Department, EFMs will continue to be hired under the American Pay Plan; however, should the new policy be implemented, their appointment may change to the Local Compensation Plan.

To Apply

Interested applicants for this position **MUST SUBMIT** the following or the application **WILL NOT BE CONSIDERED**:

- 1) **Universal Application for Employment (UAE) DS-174 form** <http://www.state.gov/> or (<http://www.google.com>) plus any other documentation (e.g., copies of High School diploma, school transcripts, certificates, awards, essays) that addresses the qualification requirements of the position as listed in page 1.
- 2) **Non-native Spanish speakers:** Test score is required from the CIS (<http://www.cisyucatan.com.mx/>) or Berlitz (<http://www.berlitzmerida.com>). (Valid for two (2) years)
- 3) **TOEIC or TOEFL** English test score is required (Valid for two (2) years) from the following institutions: Berlitz (<http://www.berlitzmerida.com>); Benjamin Franklin (<http://www.benjaminfranklin.com.mx/>) or Harmon Hall (<http://www.harmonhall.com/>).
 - The scores for Level IV (Fluent) are : (TOEFL IBT 105+ or TOEFL ITP/PBT 620+ or TOEIC PBT 850+)
 - Applicants who have completed a University degree in the United States or any other English speaking country will be exempt from taking the ENGLISH TEST.
- 4) **For Typing test** (40+ wpm) visit: <http://www.typingtest.com/>
- 5) **Candidates who claim U.S. Veteran's preference must provide a copy of their form DD-214 with their application.**

Note: Any costs for travel and test fee are the applicant's responsibility.

SUBMIT APPLICATION TO:

MeridaHR@state.gov (Please include position **A55-801 Telephone Operator/Systems Clerk** in subject line of e-mail.) or send to U.S. Consulate General Merida - Human Resources Office
Calle 60 No.338-K por 29 y 31 Col. Alcalá Martín
C.P. 97050 Merida, Yucatan, Mexico.

Please check the U.S. Consulate Merida website (<http://merida.usconsulate.gov>) or U.S. Embassy web site (www.usembassy-mexico.gov) for future vacancy announcements.

DEFINITIONS

1. **AEFM:** A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - US Citizen;
 - Spouse or child who is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safe haven abroad, or alternate safe haven abroad; and
 - Does not receive a USG annuity of pension based on a career in the US Civil, Foreign, or uniform services.
2. **EFM:** Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. **Member of Household (MOH):** Someone who: 1) has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) resides at post with the sponsoring employee.
4. **Ordinarily Resident (OR):** A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. **Not-Ordinarily Resident (NOR):** Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniform service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

The US Mission in Mexico 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.