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**UNITED STATES MISSION POLAND
VACANCY ANNOUNCEMENT**

No. 15-61	FEDERAL BENEFITS SERVICE REPRESENTATIVE EMBASSY WARSAW	December 17, 2015
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OPEN TO: All Interested Candidates/All Sources
POSITION: Federal Benefits Service Representative
OPENING DATE: December 17, 2015
CLOSING DATE: December 31, 2015
WORK HOURS: Full-time (40 hours per week)
SALARY: Ordinarily Resident: FSN-7, PLN 72,970 (yearly gross starting salary)
* Not-Ordinarily Resident (NOR): FP-7, US\$ 40,665 (annual gross starting salary) *Final grade/step for NORs will be determined by Washington

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

The U.S. Embassy in Warsaw is seeking eligible and qualified applicants for the position of Federal Benefits Service Representative.

BASIC FUNCTION OF POSITION

Position resolves a wide range of entitlement problems that may be experienced by recipients of federal benefits payable by the Social Security Administration (SSA), Department of Veterans Affairs (DVA), Office of Personnel Management (OPM) and the Railroad Retirement Board (RRB). The incumbent works with the Department of Treasury and the Federal Reserve Bank of New York (FRBNY) along with the paying agencies to coordinate appropriate actions with the host country's financial institutions, local banks and/or post office to ensure that payments are made timely. The incumbent serves as the focal point for SSA post-entitlement status changes and service and status requests from the paying agencies. The incumbent serves as an initial point of contact for applicants for a wide range of federal benefits services and entitlements and as a recognized expert in the initial processing and development of Social Security Number applications. The incumbent provides administrative support to the section supervisor in management of operations in Poland and nine other countries under jurisdiction.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office ext. 2275.

QUALIFICATIONS REQUIRED

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

- 1. Education:** Completion of at least two years of general college studies is required.
- 2. Prior Work Experience:** At least one year of progressively responsible experience involving the application of regulatory material or other closely related work is required. At least one year of progressively responsible experience of a technical or administrative nature involving the use of office automation programs is required.

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3. Language Proficiency: Level 4 (fluent) speaking/reading/writing in English and Polish is required.
4. Job Knowledge: Thorough knowledge of federal functions and operations in an office environment is required. Working knowledge of U.S. federal benefits agency regulations and operating procedures, including that of the policies and procedures contained in the Title II of the Social Security Act, statutes and regulations providing for Veterans, OPM and Railroad benefits is required. Familiarity with the concept of Electronic Funds Transfer policy is required.
5. Skills and Abilities: Proficiency in the use of MS Office is required, especially Word, Outlook and Excel. Ability to draft correspondence of a professional nature in both Polish and English is required. Ability to prioritize workloads and to work under pressure to meet deadlines is required. Excellent communication, interpersonal and customer service skills are required.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. veterans will be given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

Candidates for employment are normally hired at the first step. In some instances, candidates may be appointed at a higher step when exceptional qualifications or previous U.S. Government service so warrant. In such a case, the Human Resources Officer will determine the salary.

If there are no qualified candidates at the stated grade level, the candidate may be hired at a lower level or the position may be re-advertised.

HIRING PREFERENCE ORDER

- 1) USEFM who is also a preference-eligible U.S. Veteran
- 2) USEFM or a preference-eligible U.S. Veteran
- 3) FS on LWOP

ADDITIONAL SELECTION CRITERIA

1. Management will consider 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 under 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 and a medical clearance.
5. Candidates who are EFM, USEFM, AEFM, or MOH must have at least six months remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

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HOW TO APPLY

Applicants must submit the following documents to be considered:

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); and**
2. **Any additional documentation that supports or addresses the requirements listed above (e.g., transcripts, degrees, language test scores, typing test scores, work and/or residency permits, etc.)**

IMPORTANT

Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

WHERE TO APPLY

Human Resources Office
U.S. Embassy
Al. Ujazdowskie 29/31
00-540 Warsaw
E-mail: WarsawRecruitment@state.gov
or at Embassy Reception, ul. Piekna 14a

EQUAL EMPLOYMENT OPPORTUNITY: The US Mission in Poland 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

US Citizen Eligible Family Member (USEFM) – A USEFM 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, 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.

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Eligible Family Member (EFM) – An EFM for employment purposes is defined an individual who meets all 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 the employee, spouse, or same-sex domestic partner when such child is expected to be under such 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 the employee or of the spouse, or same-sex domestic partner, 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, 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.

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

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.

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:

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- 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 a 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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