

## U.S. Mission Doha

### Vacancy Announcement Number: 2016-24

**OPEN TO:** All Interested Candidates

**FROM:** Leilani Boyle, Human Resources Officer

**POSITION:** Consular Assistant (Correspondence and Outreach),  
FSN-08\* / FP-06\*\*

**OPENING DATE:** July 13, 2016

**CLOSING DATE:** July 27, 2016

**WORK HOURS:** Full-Time; 40 hours/week

**SALARY:** \*Ordinarily Resident (OR): QRs. 130,854 p.a. (starting salary)  
\*\*Not-Ordinarily Resident (NOR): \$46,093 p.a. (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 Doha, Qatar is seeking an individual for employment in country for the position of Consular Assistant in the Consular Section.*

NOTE: Due to high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

### **BASIC FUNCTION OF POSITION**

The incumbent will be the main point of contact (POC) on visa matters with other mission offices in the Embassy. Also the incumbent is responsible for monitoring and preparing responses to inquiries from prospective visa applicants, travel agents, attorneys, Qatari business executives, and other communications received by the Visa Unit. In addition, the incumbent helps plan, coordinate and execute Consular Section's outreach activities. This includes supervising and defining the content of all outreach handouts, speeches, and presentations; managing the consular website content; and social media outreach content. Performs a variety of NIV functions and is responsible for processing full range of visa applications received by the Consular Section. Act as the Consular Section's Management Assistant.

### **QUALIFICATIONS REQUIRED**

NOTE: Applicants must address required qualifications criteria 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 two years of college in Liberal Arts, Humanities, Social Sciences, Communications, International Studies, Business Administration or other relevant field is required.
2. Prior Work Experience: Two years of work experience in communications, public relations, business, government or related field requiring use of written English skills in an English-speaking environment.
3. Language Proficiency: Level IV (Fluent) speaking/reading/writing in English is required.
4. Knowledge: The incumbent must have a detailed comprehension of U.S. immigration law, including non-immigrant visa regulations, policies and procedures.
5. Abilities and Skills: The incumbent must demonstrate strong written and oral communication skills in English, excellent customer service skills, and strong working knowledge of MS Word, Excel and PowerPoint programs.

#### **FOR FURTHER INFORMATION**

The complete position description listing all duties and responsibilities is [here](#).

#### **HIRING PREFERENCE SELECTION PROCESS**

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 the following when determining successful candidacy: nepotism, conflict 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 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.

## **TO APPLY**

Interested 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 as a Locally Employed Staff or Family Member ([DS-174](#)); **or**
2. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
3. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the [DS-174](#).

### **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. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

## SUBMIT APPLICATION (AND INQUIRIES) TO:

[HRODoha@state.gov](mailto:HRODoha@state.gov)

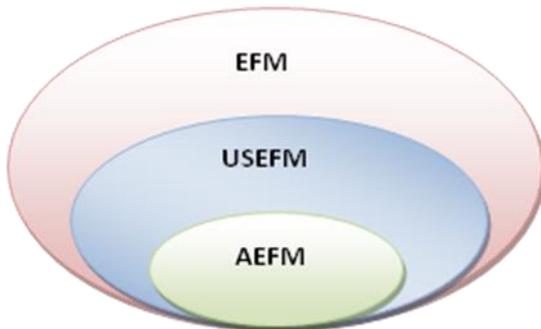
## POINT OF CONTACT:

Telephone: (+974) 4496-6000 Ext. 6737 or 6712

## 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. 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)



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

1. **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.

2. **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.

3. **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.

4. **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.

5. **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.

6. **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 US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

**POSITION DESCRIPTION LISTING ALL DUTIES AND RESPONSIBILITIES**

POSITION TITLE: CONSULAR ASSISTANT (Correspondence and Outreach)	POSITION GRADE: FSN 08*/FP 06**
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**MAJOR DUTIES AND RESPONSIBILITIES**

Communications and Correspondence Coordinator 45%

Incumbent serves as the Communications and Correspondence Coordinator for the Non-Immigrant Visa (NIV) Unit. As Communications and Correspondence Coordinator,

the incumbent monitors inquiries and prepares responses to non-Congressional communications for NIV Unit, performing responsibilities autonomously with minimal guidance from American officers. He or she assists in the creation and updating of response templates to frequently asked questions. The incumbent responds to correspondence involving the most complex inquiries from prospective visa applicants, travel agents, attorneys, Qatari business executives and assists in the preparation of responses to Congressional inquiries received by the Visa Unit. He or she also communicates directly on visa matters with other Mission offices in the U.S. Embassy, such as the Front Office, Political Section, Defense Attaché's Office, etc., providing timely answers on visa process issues and visa status inquiries. The incumbent must exhibit excellent judgment and strong leadership, management, and interpersonal skills due to the public and sensitive nature of CIU work.

#### Outreach Coordinator 20%

Incumbent serves as LE Staff coordinator for Consular Outreach and assists the Consular Section Chief in planning the outreach schedule for the year based on the outreach goals for the Consular Section and Mission as a whole. Outreach activities include determining key messages, identifying appropriate target audiences, planning the means to reach those audiences, and executing the plan. This includes defining the content of all outreach handouts, speeches, and PowerPoint presentations. Incumbent serves as the primary web manager for the Consular section, manages the consular website content and is responsible for appropriately communicating the Mission message on Consular issues. Incumbent ensures that the information on The Embassy Consular website pages is not only useful, recent and updated, but is also logically organized and easy to navigate. Incumbent assists Consular Section Chief and Deputy Chief and works with Public Affairs and Consular Officers developing social media content and strategies to engage target audiences effectively and to plan campaigns around specific outreach events and messaging goals.

#### NIV Processing 15%

The incumbent performs a variety of NIV functions and is responsible for processing a full range of visa applications in an applicant pool made up of over 152 nationalities. Ensures visa applications are complete and notifies applicants of clear deficiencies, makes preliminary determination of visa category and validity, adds appropriate notes. Reviews required visa application documents for accuracy and completeness runs CLASS and security name checks. Prints and affixes visa foils in passports, conducts quality control on data entry and printed visas. Performs multiple tasks simultaneously without immediate supervision.

#### Management Assistant 15%

As the Consular Section's Management Assistant, the incumbent is responsible for managing the Consular Section's procurement, coordination with contractors and installers, and maintaining Consular equipment and supplies. He or she is responsible for managing time and attendance reporting for Consular Section staff.

#### Other duties as assigned. 5%

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