

## U.S. Mission Doha

### Vacancy Announcement Number: 2016-21 (Re-Ad)

**OPEN TO:** All Interested Candidates

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

**POSITION:** American Citizen Services (ACS) Assistant, FSN-07\* / FP-07\*\*

**OPENING DATE:** May 29, 2016

**CLOSING DATE:** June 3, 2016

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

**SALARY:** \*Ordinarily Resident (OR): QRs. 105,819 p.a. (starting salary)  
\*\*Not-Ordinarily Resident (NOR): \$41,206 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 American Citizen Services (ACS) 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 serves as a primary point of contact with American citizens and others seeking routine and emergency American Citizen Services (ACS). The incumbent receives and verifies information on passport applications for U.S. citizens, and prepares consular reports of birth abroad (CRBA). In addition the incumbent functions as a caseworker, exercising diplomacy and tact while processing sensitive and emergency ACS services such as arrests, deaths, hospitalizations and other emergencies for American citizens. As such, the incumbent must be cognizant of USG regulations and local legal procedures, and, under the supervision of the Senior ACS Assistant, have and maintain regular contacts in the local government, American citizen community and the private sector.

#### **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: High school diploma is required.

2. Prior Work Experience: Two years of progressively responsible experience in business, government or related field providing direct service to the public involving interpretations of regulations.

3. Language Proficiency: Level IV (Fluent) speaking/reading/writing in English and Arabic are required.

4. Knowledge: The Incumbent must understand Mission goals, Department guidance, and consular procedures and regulations. Incumbent is expected to understand Qatari laws and policies and advise Consular Section Chief and Deputy accordingly. Incumbent is expected to utilize contacts and a variety of sources to stay abreast of changes to Qatari criminal and civil laws and administrative procedures. Incumbent must have knowledge in local registration procedures and documentation relating to birth, death, divorce, custody, adoptions and other legal status issues.

5. Abilities and Skills: The incumbent must be comfortable and have a good understanding with American and Qatari legal procedures. The incumbent must have a deep understanding of U.S. regulations in regards to citizenship, passport and visa matters. As such, the incumbent is expected to contribute solidly to discussions within the consular section and with external interlocutors.

#### **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)

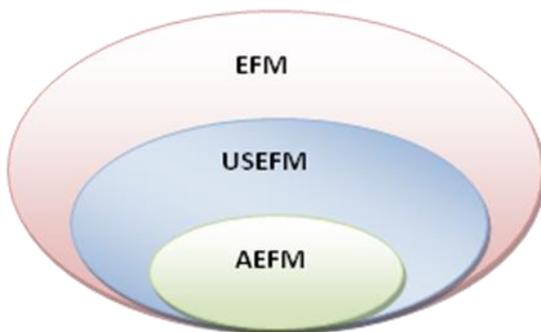
**POINT OF CONTACT:**

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: AMERICAN CITIZEN SERVICES (ACS) ASSISTANT	POSITION GRADE: FSN 07*/FP 07**
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## MAJOR DUTIES AND RESPONSIBILITIES

1. Under the direction of the ACS Chief and Senior ACS Assistant, provides special consular and emergency services to American Citizens in life-and-death emergencies or crises. Responsible for the well-being and property of destitute, deceased, and injured American citizens and minors. Assists destitute American citizens with repatriation and financial assistance procedures. 10%
2. Prepares consular reports of birth abroad (CRBA) for final approval, including extraordinary and complex cases. Refers the most complex cases to its immediate supervisor. Incumbent applies global and post-specific evidentiary procedures for documenting the physical presence in the U.S to be able to transmit citizenship. 20%
3. Receives and verifies information on passport applications for U.S citizens and prepares passports for issuance, resolving complex cases. Refers the most complex and sensitive issues to supervisor. 25%
4. Assists with the section's arrest workload. Assists in organizing the sending of arrest cables, scheduling jail visits and contacting family members and attorneys. Acts as translator for consular officers during arrest visits. As directed, actively updates the lists of attorneys and doctors for referral to requesting U.S citizens; maintains ongoing work relationship with the Prison staff. 10%
5. Develops and processes the full range of Federal Benefits claims, including investigations when needed, also manages IRS and voting forms distribution and helps citizens contact the IRS, as well as register to vote. 5%
6. Prepares primary documents for notarization, authentication and certification by a consular officer. Advises American citizens and consular staff of USG and Qatari requirements and regulations for a variety of documents, such as residence permits, wills, powers of attorney, real estate transactions, etc. 10%
7. Ensures prompt, courteous answers to a wide and complex variety of Consular-related private and Congressional inquiries regarding citizenship, Federal Benefits, child custody, death cases and repatriation. Monitors consular cable traffic for updates to consular regulations. 10%
8. Provides NIV and IV data entry and Consular pre-screening assistance as directed by Consular Chief/ACS Chief during peak visa application periods. Also serves as interpreter especially in routine or complex visa cases as requested. 10%

[Top](#)