

MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: VA – **Consular Assistant**

Office: **HR**

No. **15 - 136**

Date: **07/30/15**

Reference: **N/A**

OPEN TO: **In-house LE Staff employees only** (which includes US Citizen EFMs, non-US Citizen EFMs, and officially declared MOHs, whether or not currently employed at the Mission)

POSITION: **Consular Assistant**
Full-performance level: FP-7 / FSN-7

OPENING DATE: July 30, 2015

CLOSING DATE: **August 14, 2015 (COB)**

WORK HOURS: Full time

SALARY: *Not-Ordinarily Resident: (FP grade is confirmed by Washington)
Full Performance: FP-7: US\$ 40,665 p.a. (full time annual starting salary)

*Ordinarily Resident:
Full Performance: FSN-7: US\$ 23,763.00 p.a. (full time annual starting salary)

Note 1: All ordinarily resident applicants must have the required work and/or residency permits to be eligible for consideration. See definitions for Ordinarily Resident and Not-Ordinarily Resident

Note 2: All positions advertised are subject to availability of funds.

Note 3: U.S. Citizens including U.S. Veterans who are not AEFMs (see definitions section) if hired will be paid under the Local Compensation Plan.

IMPORTANT REMARKS:

1. Human Resources will only contact those applicants who demonstrate on their application form that they meet or exceed all the position requirements (education, experience, language, knowledge and skills). Regret letters will only be sent to short listed candidates and AEFMs.
2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.

The U.S. Embassy in Quito is seeking an individual for the position of **CONSULAR ASSISTANT** in the **CONSULAR SECTION**.

BASIC FUNCTION OF POSITION

The incumbent serves as a Consular Assistant in the Consular Section, with duties split between the American Citizens Services (ACS) and Visa units. The primary function of the position is to provide operational support to the ACS, Visa, and Federal Benefits Unit functions. This position also provides back up for the consular cashier.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office intranet website or the Embassy internet <http://ecuador.usembassy.gov/news/job-opportunities.html>

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. If you submitted previous applications, you will still need to provide documentation for this position.

- a. Education:** Two years of general university education (equivalent to two years of general university education in the United States). No degree required. *(Please attach supporting documentation to be considered).*
- b. Experience:** Three years of progressively responsible experience in work involving the application of complex law, rules, and regulations, and customer service in a consular section is required.
- c. Language Proficiency:** Level III (Good Working Knowledge) written/spoken English and Spanish is required. *(Will be tested).*
- d. Knowledge:** Must have knowledge of Ecuadorian culture and social mores, and family relationships, be comfortable working with and applying regulations and statutes, be familiar with internal controls and fraud prevention investigative procedures. Must develop a working understanding of Ecuadorian legal environment and government structure and become familiar with host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, healthcare, and banking procedures.
- e. Abilities and Skills:** Must have good writing skills, intermediate knowledge of MS Office applications, and be able to type 30 words per minute. Must be able to work in the office and field under stressful, high-pressure, and sometimes hazardous conditions, such as disaster areas, death and/or crime scenes. *(HR will test Word, Excel and Outlook; and typing ability as required).*

SELECTION PROCESS

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.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. All applicants must be residing in Ecuador at the time of application per post policy. The only exceptions are U.S. Citizens EFM's who have been given orders and a date to arrive at post. A copy of the orders must be included in the application package.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply
4. Current employees serving a probationary period are not eligible to apply.
5. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
6. 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.
7. The successful applicant should be available to enter on duty within 30 days of being notified that s/he has been selected and cleared for employment.
8. All, including preference candidates, must meet all the requirements of the position at the time of the application to be considered, that includes language test results and documentation requested.
9. Employment eligibility criteria for this position were established by the hiring supervisor.
10. Tests to assess a candidate's skill may be given to applicants for any position. Test results will become a part of the candidate's application package. If the applicant is not available for a test during the established timeframe or if the applicant does not pass the test, then the applicant will not be interviewed.
11. The Embassy will review work references or ask applicant for support documentation of any of the information submitted on applications.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

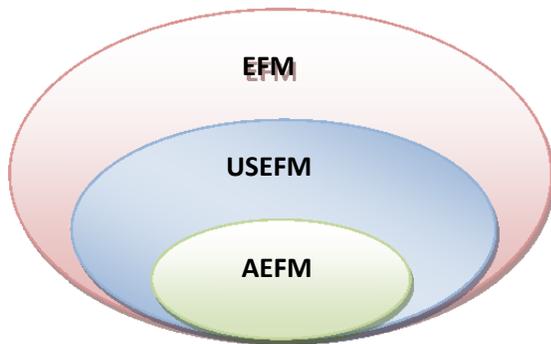
- 1) Per email (preferred method)
E-mail: hroquito@state.gov
- 2) Per hand delivery (please note this method often results in applications not getting any form of response on the recruitment process)
American Embassy
Avigiras E12-170 y Av. Eloy Alfaro
Attention: Human Resources

CLOSING DATE FOR THIS POSITION: August 14, 2015 (COB)

The US Mission in Ecuador 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



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

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, 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, 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.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- *Is a* U.S. citizen; and

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- *Is* listed on the travel orders *or approved Form OF-126, Foreign Service Residence and Dependency Report*, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (*AIT*), and who is under chief of mission authority; and
- *Is* residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFM's without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

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. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post <p style="text-align: center;">Quito</p>	2. Agency <p style="text-align: center;">State</p>	3a. Position Number <p style="text-align: center;">311801 A30003</p>
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____, (Title) _____ (Series) _____ (Grade) _____

b. New Position

Consular Assistant

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date <small>(mm-dd-yyyy)</small>
a. Post Classification Authority	Consular Assistant (General) - 1405	FSN-7	TE	07-29-2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Consular Assistant</p>	7. Name of Employee <p style="text-align: center;">VACANT</p>
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8. Office/Section <p style="text-align: center;">Consular Section</p>	a. First Subdivision <p style="text-align: center;">American Citizens Services</p>
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. <p style="text-align: center;">VACANT</p>	10. This is a complete and accurate description of the duties and responsibilities of this position.
Printed Name of Employee _____ Date (mm-dd-yyyy) _____	Printed Name of Supervisor _____ Date (mm-dd-yyyy) _____

Employee Signature	Supervisor Signature
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
Printed Name of Chief or Agency Head _____ Date (mm-dd-yyyy) _____	Printed Name of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) _____

Chief or Agency Head Signature	Admin or HR Officer Signature
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13. Basic Function Of Position
 The incumbent serves as a Consular Assistant in the Consular Section, with duties split between the American Citizens Services (ACS) and Visa units. The primary function of the position is to provide operational support to the ACS, Visa, and Federal Benefits Unit functions. This position also provides back up for the consular cashier.

14. Major Duties and Responsibilities

1. Visa Unit _____ % of Time
40%

Assists with intake, data entry, printing, report preparation, and delivery of visa products as required. Responsible for processing incoming and outgoing nonimmigrant visa (NIV) Interview Waiver Cases through the courier in/out program. Receives and uploads information submitted by applicants through the CEAC (Consolidated Electronic Application Center) into the specialized NIV computer system. Reviews NIV applications and supporting documentation for proper preparation, completeness, and accuracy. Edits for errors and missing information. Ensures Visa Unit handouts provided to applicants are current and reflect proper guidance and procedures. Assist in maintaining visa files to include destruction of materials in accordance with disposition schedule. (See Addendum 1)

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15. Qualifications Required For Effective Performance

a. Education

Two years of general university education (equivalent to two years of general university education in the United States). No degree required.

b. Prior Work Experience

Three years of progressively responsible experience in work involving the application of complex law, rules, and regulations, and customer service in a consular section is required.

c. Post Entry Training

Completion of FSI correspondence courses PC102 Immigration Law and Visa Operations, PC103 Nationality Law and Consular Procedures, PC014 Overseas Citizens Services, PC120 Consular Task Force Basics, PC419 Collecting Consular Fees: Training for the Consular Cashier, ACRS (website) training, and CMS (website) training within first year of service. (Approximately 40 hours total training.)

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).
Level III (Good Working Knowledge) written/spoken English and Spanish is required.

e. Job Knowledge

Must have knowledge of Ecuadorian culture and social mores, and family relationships, be comfortable working with and applying regulations and statutes, be familiar with internal controls and fraud prevention investigative procedures. Must develop a working understanding of Ecuadorian legal environment and government structure and become familiar with host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, healthcare, and banking procedures.

f. Skills and Abilities

Superior interpersonal and creative skills for dealing with U.S. citizens, visa applicants, and other Consular Section customers on a professional level, including irate, mentally disturbed, and distressed customers. Must have good writing skills, intermediate knowledge of MS Office applications, and be able to type 30 words per minute. Must be able to work in the office and field under stressful, high-pressure, and sometimes hazardous conditions, such as disaster areas, death and/or crime scenes.

16. Position Element

a. Supervision Received

Works under direct supervision of the ACS Supervisor.

b. Supervision Exercised

None.

c. Available Guidelines

Immigration and Nationality Act, Foreign Affairs Manual on Passport/Citizenship Services and Overseas Citizen Services, Department of State handbook on correspondence and records management, and Ecuadorian Criminal and Civil Codes. Consular Section SOPs.

d. Exercise of Judgment

Must exercise good judgment to respond to public ACS and NIV inquiries and to route calls appropriately. Excellent judgment is also required to assess nationality/citizenship documents and NIV documentation for fraud, to comply with regulations, and understand when to ask for further advice or assistance.

e. Authority to Make Commitments

None.

f. Nature, Level, and Purpose of Contacts

Maintains working level contacts throughout the Embassy for ACS and NIV issues; maintains mid-level contacts in the RSO.

g. Time Expected to Reach Full Performance Level

One year.