

MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: **VA – PASSPORT and CITIZENSHIP ASSISTANT**

Office: **HR**

No. **16 - 022**

Date: **Feb. 10, 16**

Reference: **N/A**

OPEN TO: All Interested Candidates / All Sources

POSITION: PASSPORT and CITIZENSHIP ASSISTANT
Full-performance level: FSN-7

OPENING DATE: February 10, 2016

CLOSING DATE: February 25, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: Ordinarily Resident (OR):
FSN-7 (full performance level)
FSN-6 (developmental level)

Not-Ordinarily Resident (NOR):
FP-7* (full performance level)
FP-8* (developmental level)

*Final grade/step for NORs will be determined by Washington.

Note 1: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

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. Mission in *Quito, Ecuador* is seeking eligible and qualified applicants for the position of PASSPORT and CITIZENSHIP ASSISTANT in the Consular Section.

BASIC FUNCTION OF POSITION

Provides the full range of routine and emergency services to U.S. citizens. Accepts, screens, and prepares U.S. citizenship documents and applications for consular officer review and adjudication using appropriate systems and in conformance with regulations and procedures. Manages assigned Special Citizens Services and other consular portfolios. Interacts with U.S. citizens in person, on the telephone, and through written correspondence.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- a. Education:** Two (2) years of general college studies equivalent to four semesters at a U.S. college or university is required.
- b. Experience:** Minimum three (3) years of increasingly responsible work which involves the application of complex regulatory material or law interpretation. General office experience, including administrative or customer service duties.
- c. Language Proficiency:** Level IV (Fluent) written/spoken English and Spanish is required.
- d. Knowledge:** Knowledge of U.S. and Ecuadorian criminal justice, immigration, labor, and legal institutions. Knowledge of internal controls and fraud prevention screening. Clear understanding of both U.S. and Ecuadorian cultures, social mores, and family relationships.
- e. Abilities and Skills:** Superior interpersonal skills for dealing with U.S. citizens on a professional level are essential. Employee must deal with irate, mentally disturbed, and distressed U.S. citizens and be able to work in high-pressure environment while maintaining a professional demeanor. Must be able to represent the Consular Section at meetings with mid-low level government contacts. Must have strong organizational skills and be a team player.

Please note that any or all of the above required qualifications may be tested.

FOR FURTHER INFORMATION

The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://ecuador.usembassy.gov/news/job-opportunities.html> and/or by contacting the Human Resources Office by email to hroquito@state.gov.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are 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.

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 may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. All applicants must be residing in Ecuador at the time of application per post policy. The only exceptions are U.S. Citizens EFMs 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 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.
4. 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.
5. 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.
6. Employment eligibility criteria for this position were established by the hiring supervisor.
7. 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.
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. The Embassy will review work references or ask applicant for support documentation of any of the information submitted on applications.

10. The developmental level will be based on the qualifications and experience of the applicant; minimum time of developmental level 52 weeks on the job.

TO APPLY

Interested applicants for this position must submit the following or the application will not 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, 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).

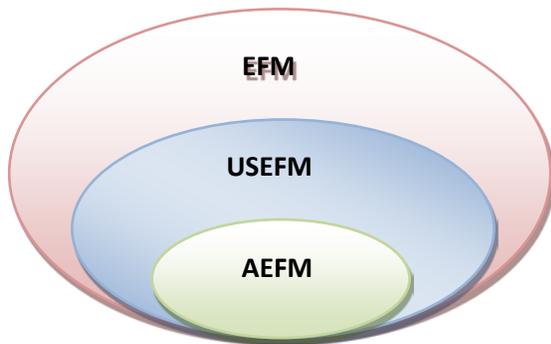
SUBMIT APPLICATION TO

- 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**

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.

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).

Eligible Family Member (EFM): An EFM for employment purposes is defined 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. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under 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 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.

U.S. 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 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.

Appointment Eligible Family Member (AEFM): An AEFM 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.

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 a 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.

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.

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

U. S. Department of State

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;">Consular Section</p>	3a. Position Number <p style="text-align: center;">A30-052</p>
---	--	---

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 _____

c. Other (explain)

VACANT

5. Classification Action	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yyyy)</i>
a. Post Classification Authority	PASSPORT CITIZENSHIP ASST. 1410	FSN-7		12-15-2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Passport and Citizenship Assistant</p>	7. Name of Employee
--	---------------------

8. Office/Section <p style="text-align: center;">Consular Section</p>	a. First Subdivision <p style="text-align: center;">ACS Unit</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
--------------------	----------------------

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
--------------------------------	-------------------------------

13. Basic Function Of Position
 Provides the full range of routine and emergency services to U.S. citizens. Accepts, screens, and prepares U.S. citizenship documents and applications for consular officer review and adjudication using appropriate systems and in conformance with regulations and procedures. Manages assigned Special Citizens Services and other consular portfolios. Interacts with U.S. citizens in person, on the telephone, and through written correspondence.

14. Major Duties and Responsibilities 100 % of Time
 Passport and Citizenship Services - 50%

Coordinates and receives individuals seeking passport and citizenship services. Verifies identity of applicants and determines the appropriate service category based on FAM regulations. Accepts and reviews U.S. citizen applications, ensuring that all documents are complete and correct. Accepts, reviews, and handles applications for diplomatic and official passports before submitting the documents to the appropriate agency for issuance. Prepares emergency passports, Consular Reports of Birth Abroad (CRBA), Consular Reports of Death Abroad (CRODA), and performs CLASS name checks.

(See Addendum 1)

(Continue on blank sheet)

15. Qualifications Required For Effective Performance

a. Education

Two (2) years of general college studies equivalent to four semesters at a U.S. college or university is required.

b. Prior Work Experience

Minimum three (3) years of increasingly responsible work which involves the application of complex regulatory material or law interpretation. General office experience, including administrative or customer service duties.

c. Post Entry Training

Completion of FSI correspondence courses PC103 Nationality Law and Consular Procedures, PC0104 Overseas Citizens Services, and PC120 Consular Task Force Basics within first year of service.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).

Level IV (Fluent) written/spoken English and Spanish is required.

e. Job Knowledge

Knowledge of U.S. and Ecuadorian criminal justice, immigration, labor, and legal institutions. Knowledge of internal controls and fraud prevention screening. Clear understanding of both U.S. and Ecuadorian cultures, social mores, and family relationships.

f. Skills and Abilities

Superior interpersonal skills for dealing with U.S. citizens on a professional level are essential. Employee must deal with irate, mentally disturbed, and distressed U.S. citizens and be able to work in high-pressure environment while maintaining a professional demeanor. Must be able to represent the Consular Section at meetings with mid-low level government contacts. Must have strong organizational skills and be a team player.

16. Position Element

a. Supervision Received

Works under the direct supervision of the ACS Unit Chief. Assignments are given with minimal instruction and completed work is spot checked to ensure compliance with regulations and procedures. Employee must be self-motivated and self-regulating.

b. Supervision Exercised

None.

c. Available Guidelines

INA, CFR, 7 FAM, 7 FAH, 9 FAM, Department of State guidance on correspondence and records management, CA Web information, Consular Section SOPs, Ecuadorian Criminal and Civil Codes.

d. Exercise of Judgment

Excellent judgment is required to assess nationality/citizenship documents for fraud, to comply with regulations, make recommendations regarding eligibility for documentation of citizenship, receipt of services, and when advisory opinions might be required. Acute sensitivity and awareness of when the intervention of a supervisor or officer is required. Must exercise judgment in dealing with local authorities and other consular contacts.

e. Authority to Make Commitments

None.

f. Nature, Level, and Purpose of Contacts

Maintains mid-low level (up to director) contacts with local government, including the Ministry of Tourism, Ministry of the Interior, Ministry of Justice and private institutions such as funeral directors, prison directors, and the Medical Examiner's office.

g. Time Expected to Reach Full Performance Level

One year.

Addendum 1

Communicates passport and nationality requirements and regulations to U.S. citizens. Maintains files of boilerplate ACS templates and informational materials for distribution to U.S. citizens. Uses knowledge of regulations and laws involving the acquisition and transmission of citizenship and nationality to prepare cases for adjudication by an officer or to send to the Department, as necessary. Informs officer of relevant regulations and laws in unusual or sensitive cases. Examines any potential fraud indicators to prevent submission of fraudulent documentation. Makes recommendations to ACS Officer as to which cases should be referred to the Fraud Prevention Unit.

Maintains up-to-date electronic and/or paper documents, as appropriate, on every ACS case or issue handled. Enters data from passport/nationality application forms into ACS+ system. Scans photograph, forms, and corresponding documentation for each application received in the ACS+ or CCD CRBA systems. Assigns proper endorsement codes to applications, as required. Researches and enters the relevant annotations, as required for the case.

Responsible for the appropriate use of passport foils, blank U.S. passports, and consular seals, all of which are accountable and/or controlled items. Performs quality assurance checks on citizenship/nationality documents. Prints emergency passports. Prepares and assembles packages of ACS processed forms and ships them to the Department. Manages passport transmittal to and receipt from the United States, including managing communication with the shipping company and tracking customs issues. Maintains file of passports and CRBAs ready for pick up, delivers passports to applicants and records delivery information in consular systems.

Special Citizens Services - 35%

Provides the full range of emergency and special services to U.S. citizens in Ecuador in accordance with regulations, to include, but not limited to, the following subjects and situations: arrest and imprisonment, children's issues, crime victim assistance, crisis and emergency preparedness, deaths, property and estates of deceased persons, financial assistance, judicial assistance, loss of nationality, voting assistance, warden management, welfare and whereabouts.

Manages the following Special Citizens Services portfolios:

Crisis and Emergency Preparedness: Coordinates the logistics of the Consular Section's disaster preparation and response program. Attends meetings on issues related to emergency and contingency planning, safety, and security of U.S. citizens. Drafts outgoing messages on emergency or disaster situations. Responsible for maintaining a stock of supplies and the Mission's emergency fly-away kits to be used in an emergency. Coordinates preparation for Task Force work within the Consular Section.

Death and Estate Cases: Coordinates initial response and documentation of all death and estate cases. Communicates with family members, funeral homes, local officials, and the Department regarding deceased U.S. citizens, including the disposition of remains and personal property of the deceased. Drafts condolence letters and prepares all necessary documents, including Consular Reports of Death Abroad. Assists officers acting as provisional conservators in managing the estate of deceased U.S. citizens, to include taking possession of and inventorying personal effects, and carrying out instructions from the legal representative or next-of-kin concerning the effects.

Loss of Nationality Cases: Conducts intake and data entry for loss of nationality cases, which are complex in preparation and documentation. Prepares documents and information for officer handling the case. Drafts memorandum to the Department regarding the officer's recommendation on the case. Coordinates case processing with the Department. Communicates with customers regarding case status.

Develops and maintains contacts with local officials and other points of contact dealing with assigned Special Citizens Services portfolios. Prepares all necessary documents, reports, and statistical information. Processes and maintains all appropriate paper and electronic records. Enters and updates data in ACS+. Communicates with all USG, local government, and other contacts, orally and in writing, as necessary, to process Special Citizens Services.

Uses expert knowledge of regulations, laws, culture, politics, economics, and special situations in host country to recommend a course of action for Special Citizens Services. Trains other LE staff and officers in standard operating procedures for Special Citizens Services.

Uses customer service skills to assist U.S. citizens who may be in distress, unruly, handicapped, or otherwise experiencing unusual or extenuating circumstances. Is available on weekends and after hours in order to assist U.S. citizens in distress, as requested by supervisor. This includes accompanying citizens to report crimes, accompanying citizens to the airport in case they are unable or unwilling to depart on their own, or reporting to the Consular Section in order to prepare an emergency passport.

Administrative and other duties - 15%

Reviews and responds to incoming ACS correspondence. Drafts responses to congressional and other sensitive inquiries for the ACS Chief's approval. Drafts messages to U.S. citizens, cables, reports, and other documentation, as

necessary, for the ACS Chief's approval. Assists with phone and window inquiries. Assists notary service customers. Registers U.S. citizens that enroll in the Smart Traveler Enrollment Program (STEP). Assists in managing the ACS appointment system to ensure the wait times are reasonable. Develops and executes outreach events with U.S. citizens. Ensures information available to the public, including information on the Embassy website, is updated and accurate. Serves as back up to the Federal Benefits Assistant and other Passport and Nationality Assistants, to include covering for their portfolios and additional duties as necessary. Performs other duties as assigned by the Consular Section.