



**United States Consulate General  
Sao Paulo, Brazil  
Management Notice N°: 19  
Date: April 27, 2012**

**To: All Employees**  
**From: Acting MGT – Jeffery Bournes**  
**Subject: Vacancy – Visa Assistant**

---

**OPEN TO:** In-house Locally Engaged Staff employees only (which includes U.S. Citizen EFMs, non-U.S. Citizen EFMs, and officially declared MOHs, whether or not currently employed at the Mission)  
**POSITION:** Visa Assistant  
FSN-8/FP-6 (To be confirmed by Washington)  
**OPENING DATE:** Friday, April 27, 2012  
**CLOSING DATE:** Friday, May 11, 2012  
**WORK HOURS:** *Full-time; 40 hours/week*  
**SALARY:** *Ordinarily Resident (OR): R\$ 58,946 annually. (Starting salary) (Position Grade: FSN-8)*  
*U.S. Citizens EFMs: US\$ 44,737 annually. (Starting salary) (Position Grade: FP-6)*

**ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Consulate General in Sao Paulo is seeking candidates for the position of Visa Assistant to work in the Nonimmigrant Visa Unit.

**BASIC FUNCTION OF POSITION**

The Visa Assistant is responsible for overseeing workflow, personnel and material resources of a team of 8-10 Locally Employed Staff subordinates and 3-4 Foreign Service Officers. The incumbent manages the process of screening incoming documents and information from a variety of sources to organize, process and track visa applications and requests according to U.S. visa law, tracking applications and information from a variety of sources according to U.S. visa laws and São Paulo's specific Standard Operational Procedures.

Major Duties of the position:

Supervision: Supervises a team of 8-10 FSNs that organizes, processes and tracks NIV applications from point of intake through interview, adjudication, quality assurance and dispatch at one of the busiest NIV operations in the world; to ensure correctness and efficiency in accordance with U.S. law and SOPs in a manner friendly to both applicant flows in the public areas. Drafts reports and performance evaluations; disciplines and counsels staff and approves absences; makes and adjusts the teams' assignments and

tasks in advance; trains and offers daily guidance to new FSOs and FSNs; advises FSOs and ranking FSNs on team's performance and concerns. Monitors workflow by evaluating, responding to and anticipating complex situations in one of the highest volume NIV posts in the world and exercising independently authority to modify as needed.

**Application Processing:** Independently provides information about applications and procedures to staff and customers. Keeps informed of current law, regulations and SOPs to serve as an independent resource for, and trainer of, other staff. Working independently or as team supervisor, takes action on all classes of NIV applications from receipt through issuance. Ensures the correct performance of the following tasks by members of other teams on a rotational schedule: receiving passports and documents; classifying NIVs; entering and filing data; transmitting in person, by email, fax and telephone information concerning application procedure and status; tracking progress of applications, including complex cases requiring external clearances from a multitude of sources; drafting public information, clearance requests and replies; taking control of the most complex cases; determining that submitted documents are genuine; translating the most complex Portuguese documents and interviews into English and vice versa; reconciling the daily accounting of visa foils received and used; eliciting information from Brazilian private firms and government offices concerning possibly malafide applicants; training and guiding new FSNs and newly arrived FSOs; performing other duties as needed.

**Technical Operations:** Independently operates or oversees use of personal computer, digital camera, laser printer and other special equipment to capture application data, take photos and print machine-readable NIVs. Monitors placement of issued NIVs in applicants' passports and subsequent quality assurance checks on issued NIVs to ensure fraud controls and correct information are in place. Trouble shoots equipment, consular software and processing problems.

**Customer Service:** Responds in excellent English and Portuguese to the full range of complex customer inquiries and complaints in a courteous manner. Keeps current on, assimilates and can independently transmit a wide variety of visa related knowledge found in 9 FAM/22CFR; the Immigration and Nationality Act, as amended, and related laws; Sao Paulo specific SOPs; application and refusal forms; DOS, DHS and Sao/Paulo Brasilia websites. Politely and efficiently handles upset customers seeking corrections to visas with errors. Ensures that work proceeds smoothly and efficiently.

## **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

**EDUCATION:** Completion of secondary school is required.

**EXPERIENCE:** Four years in visa work, other related consular work or similar bilingual work involving application of relatively complex regulatory or legal material is required. A minimum of one year supervisory experience is also required.

**LANGUAGE:** Level III (Good working knowledge) English in both written and spoken is required. Level III (Good working Knowledge) Portuguese in both written and spoken is required. These will be tested.

**KNOWLEDGE:** Knowledge of Immigration laws, the Nationality Act and other related laws. Must be familiar with application and refusal forms.

**SKILLS AND ABILITIES:** Ability to multitask to both supervise and to carry out detailed, repetitive work with accuracy and efficiency. Within assigned schedules, uses initiative to prioritize tasks to meet heavy visa production targets. Must exercise tact and sound

judgment in a high pressure, multicultural environment to politely and efficiently supervise a team of Locally Employed Staff and deal with customers.

## **SELECTION PROCESS**

When fully qualified, U. S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically 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. Current employees serving a probationary period are not eligible to apply.
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. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. 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.

## **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS 174); **or**
  2. 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; **or**
  3. A current resume or curriculum vitae IN ENGLISH that provides the same information found on the UAE (*see section 3A below for more information*); **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 US 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.
- 3A. 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.

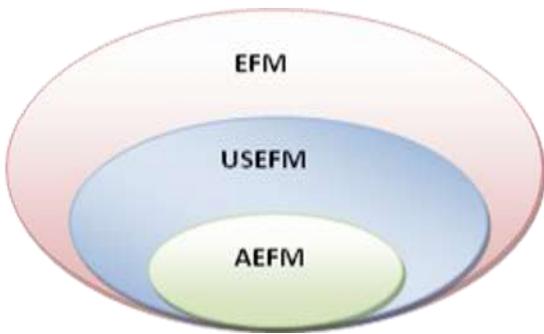
**Failure to do so will result in an incomplete application**

- 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. 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 TO**

Email: [recrutamentosaopaulo@state.gov](mailto:recrutamentosaopaulo@state.gov) with vacancy title; or  
Mail: Rua Henry Dunant, 700, CEP: 04709-110, Chácara Santo Antonio, SP/SP; or.  
Fax: (11) 5186-7475

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

- US 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 US 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 US 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 US 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.

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).

**CLOSING DATE FOR THIS POSITION: Friday, May 11, 2012**

The US Mission in Brazil 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.

Drafted: S. Souza

Cleared: C. Chandler

K.Ortuzar

Approved: J. Bournes