



**United States Consulate General  
Sao Paulo, Brazil  
HR Notice N°: 12  
Date: March 17, 2014**

**To: All Staff**

**Subject: Vacancy – Commercial Clerk**

**OPEN TO:** All Interested Candidates  
**POSITION:** Commercial Clerk, FSN-5/FP-9 (To be confirmed by Washington)  
**OPENING DATE:** Monday, March 17, 2014  
**CLOSING DATE:** Friday, March 28, 2014  
**WORK HOURS:** *Full-time; 40 hours/week*  
**SALARY:** \**Ordinarily Resident (OR): R\$ 34,036 p.a. (Starting salary) (Position Grade: FSN-5)*  
\**Not-Ordinarily Resident (NOR): US\$31,963 p.a. (Starting salary) (Position Grade: FP-9)*

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

The U.S. Consulate General in Sao Paulo is seeking candidates for the position of Commercial Clerk to work in the Foreign Commercial Service.

**BASIC FUNCTION OF POSITION**

The Commercial Clerk is responsible for assisting the organization and execution of trade promotion events and activities. Incumbent assists commercial staff with arranging business appointments and logistical support for visiting U.S. companies and clients. Works under the direction of Commercial Service staff.

**Major Duties and Responsibilities**

Incumbent is responsible for assisting with the organization and execution of trade promotion events and activities. Responsibilities include coordinating logistics for trade shows, trade delegations and VIP visitors. Incumbent coordinates with suppliers and vendors such as venues, hotels, transportation, caterers and interpreters to ensure proper support for our activities and our U.S. clients. Under direction of Commercial Service staff, incumbent communicates with clients in preparation of their

schedules and programs. Incumbent provides onsite support during events and programs. Incumbent assists Commercial Service with follow up after programs and events to ensure services and records are completed. 40%

Incumbent is responsible for assisting commercial staff with arranging business appointments and logistical support for visiting U.S. companies and clients. Responsibilities include assisting Commercial Specialists/Assistants with evaluating market potential of U.S. firms and carrying out a market entry program to introduce U.S. companies to potential Brazilian business partners or end users. Incumbent will participate in market assessment and identify, pre-screen and communicate with Brazilian target firms. Uses the internet to identify potential clients. Incumbent will assist staff to prepare reports and/or schedules and communicate with U.S. clients about the Brazilian companies identified prior to final delivery of service. Incumbent provides support during the execution of the client programs. 40%

Incumbent provides clerical support to the office as directed, such as handling phone and email communications, data entry and preparation of materials. Incumbent assists with creation of marketing materials and event programs/directories; enters and updates client contact information in the Client Tracking System, updates service, event and collection information in E-Menu and maintains mailing lists and other materials as directed. 20%

Incumbent works under the direction of Commercial Service staff.

## **QUALIFICATIONS REQUIRED**

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

**EDUCATION:** Minimum of two years of college or university studies in business-related, liberal arts or general studies area is required.

**EXPERIENCE:** Customer service experience is required.

**LANGUAGE:** Level II (Basic) in both speaking/reading English is required. Level III (Good Working Knowledge) in both speaking/reading Portuguese is required. *Language proficiency will be tested for non-native speaker.*

**KNOWLEDGE:** Must have knowledge of general office practices and customer service. Basic knowledge of Brazil's business environment and economy. Incumbent must also understand Brazilian cultural norms and how to interact with external contacts.

**SKILLS AND ABILITIES:** Good communication skills, interpersonal skills, flexibility and a desire to work as part of a team. Ability to learn and follow instructions. Use internet to research companies and potential importers and clients. Ability to use Microsoft Office and Internet. *Testing may be conducted to determine qualifications.*

## **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. U.S. Veterans should send a copy of their DD-214 with the application package in order to be given preference.

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, continuity 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. **Please submit your most recent Employee Performance Report (EPR).**
4. Currently employed U.S. 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 current resume or curriculum vitae **In English** that provides the same information found on the UAE (**see Appendix B**). **We will not/not accept any applications that are not submitted in English;** **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 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.

## **SUBMIT APPLICATION TO**

Email: [recrutamentosaopaulo@state.gov](mailto:recrutamentosaopaulo@state.gov) with vacancy title "Commercial Clerk".

**CLOSING DATE FOR THIS POSITION: Friday, March 28, 2014**

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: E.Branco

Cleared: S.Knode

Approved: R.Murphy

E. Gohoure

## **Appendix A**

### **DEFINITIONS**

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).

## **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. 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

This email is UNCLASSIFIED.