



**United States Consulate General
Sao Paulo, Brazil
Date: 08/04/2014
Vacancy Number: 2014/30**

To: All Interested Candidates/ All Sources

Subject: Vacancy – Commercial Clerk

Note: All ordinarily Residents (OR) applicants must have the required work and/or residency permits at the time of application to be eligible for consideration. The mission does not sponsor work permits.

Position: C11-1510-FCS Commercial Clerk
FSN-5 / FP-9**

Opening date: Monday, August 04, 2014

Closing date: Friday, August 15, 2014

Work hours: Full-time; 40 hours/week

Length of Hire: *Temporary – 3 months*

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)*

** Actual grade and salary will be based on the qualifications of the applicant

*** Overseas Comparability Pay will apply if an FMA appointment

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

Basic Function of Position

The Commercial Clerk is responsible for assisting with 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.

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

Items 1-5 are all required.

Notes:

- 1) Applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so will result in disqualification of your application.
- 2) Applicants are required to submit their applications or resumes in English and Portuguese if a position is advertised with an English and Portuguese Language Level of 3/3 or higher.

1) Education:

A minimum of two years of college or university studies in business related, liberal arts or general studies area is required.

2) Experience:

Customer service experience is required.

3) Language (These may be tested):

Level III (Good Working Knowledge) Portuguese in speaking/reading/writing is required.

Level II (Basic Knowledge) English in speaking/reading/writing is required.

4) Knowledge (This may be tested):

Must have a general Knowledge of general office practices and customer service.

5) Skills and Abilities (These may be tested):

Must have Basic Knowledge of Microsoft Office package (Word, Excel and Outlook). Typing level I (20 wpm) is required.

Selection Process

When fully qualified, U. S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Qualified USEFM applicants who are also U.S. Veterans will receive the highest preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

Additional Selection Criteria (see Appendix A for definitions)

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.
4. Currently employed US Citizen EFM's who hold an 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 or their application will not be considered:

1. Applicants who claim EFM or MOH status must include in the cover letter accompanying their application that they are claiming EFM / MOH status, their present nationality, and name and employing section/ agency or their sponsoring family member.
2. Application for U.S. Federal Employment DS-174 (available from the Mission website); **or**

3. A current resume or curriculum vitae that provides the same information found on the DS-174 (see Appendix B 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 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

Email: recrutamentosao paulo@state.gov with vacancy title **Commercial Clerk**.

Closing date for this position: Friday, August 15, 2014

The U.S. 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 - HR

Cleared: E. Gohoure – HRO

Cleared: S. Knode – Commercial Officer

Approved: A. Hoff –A/MGT

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.

EFM's 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 DS-174.

Failure to do so will result in disqualification of your 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