



**United States Consulate General  
Sao Paulo, Brazil  
Date: 10/09/ 2014**

**Vacancy**

**Number: 2014/38**

**Open To: All Interested Candidates/ All Sources**

**Subject: Vacancy – Administrative (Visa) Assistant – Re-  
advertisement**

**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:** Administrative (Visa) Assistant, PN#: C30-105-114  
FSN-7, FP-7\*

**Opening date:** Thursday, October 9, 2014

**Closing date:** Thursday, October 30, 2014

**Work hours:** *Full-time; 40 hours/week*

**Salary:** *Ordinarily Resident (OR): R\$ 44,316 to R\$ 55, 396.00 p.a.  
Not Ordinarily Resident (NOR): US\$ 40,262 p.a. \*\**

\* 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 Administrative (Visa) Assistant in the Consular Section.**

**Basic Function of Position**

Incumbent is responsible for all correspondence (letters, faxes, emails) covering NIV issues in Portuguese and English and providing general information on policies and procedures to Members of Congress, their staff and the public. Supervises two bilingual Consular Clerks to assist with correspondence. Incumbent is also in charge

of tracking and responding to Congressional inquiries, requests for expedited appointments and processing incoming NIV petitions.

### **Major Duties and Responsibilities**

1. Incumbent supervises correspondence unit and drafts most nonstandard responses received. In this capacity s/he deals with high profile cases, schedules emergency appointments and advises NIV chief on cases that merit decision reviews. Incumbent coordinates and reviews correspondence of two correspondence unit assistants. S/he drafts initial response for interviewing officer's review and contacts and conducts outreach with Members of Congress. (80%)

2. S/he performs pre-screening, data entry, and visa processing and document management when the visa section's needs require it. (10%)

3. S/he receives and tracks NIV petitions, reviews the beneficiary's visa application history to see if there are any prior refusals and communicates the information to FPU to note results in lookout system. (10%)

### **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.**

#### **1) Education:**

Completion of secondary school is required.

#### **2) Experience:**

Customer service and/or public relations experience is required. Supervisory experience is required.

#### **3) Language (These may be tested):**

Level IV (Fluent) reading, writing and speaking in English is required.

Level IV (Fluent) reading, writing and speaking in Portuguese is required.

#### **4) Knowledge (This may be tested):**

An in-depth knowledge of applicable laws, regulations and ever-changing procedures as well as general understanding of the U.S. legislative process.

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

Typing Level II (30 wpm) is required. Ability to work under pressure and deal courteously and tactfully with the public.

### **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 EFMs 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: [recrutamentosaopaulo@state.gov](mailto:recrutamentosaopaulo@state.gov) with vacancy title **Administrative (Visa) Assistant.**

**Closing date for this position: Thursday, October 30, 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: A. Cassarino – Visa Chief

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.

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 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