

**VACANCY ANNOUNCEMENT NUMBER: N33-1420-009**

**ACS Assistant/Sub-Cashier (American Citizens Services)**

**3/22/2016**

**Non-Sensitive**

**This position is advertised under the Locally Employed (LE) Staff Program of the United States Mission in China. All applicants must already have relevant documentation to legally reside and work for the U.S. Government in China to be eligible for consideration.**

**Position is subject to funding availability.**

**OPEN TO: All Interested Candidates**

**POSITION: ACS Assistant/Sub-Cashier (American Citizens Services)**

**OPENING DATE: March 22, 2016**

**CLOSING DATE: April 5, 2016**

**WORK HOURS: Full-time; 40 hours/week**

**GRADE: Not-Ordinarily Resident: FP-7 USD 41,206 p.a.**  
(starting salary, final grade will be determined by Washington)

**Ordinarily Resident: FSN-7 RMB 115,011 p.a.**  
(starting salary includes allowance and bonus)

**LOCATION: The incumbent may be assigned to work at the primary Consulate location or one of the Consulate's off-compound facilities in Shanghai.**

The U.S. Consulate in Shanghai is seeking an eligible and qualified applicant for the position of **ACS Assistant/Sub-Cashier** with the **American Citizens Services**.

**Note: Only candidates selected for an interview will be contacted.**

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

**BASIC FUNCTION OF POSITION**

The ACS Assistant/Sub-Cashier reports to the senior LES (Locally Employed Staff) Supervisor and performs a full range of registration and warden system services, operation of the

Automated Cash Register System and Special Consular Services. The ACS Assistant/Sub-Cashier must have thorough knowledge of both PRC and U.S. laws and regulations in order to fulfill job responsibilities. The ACS Assistant/Sub-Cashier is not confined to any one segment of ACS work, but must handle the full spectrum of services offered. The position requires excellent spoken and written English language ability and self-control in dealing with U.S. citizens under conditions of extreme stress. The ACS Assistant/Sub-Cashier performs the majority of services with high degree of independence and consults with American consular officers on difficult or complicated cases.

A copy of the complete position description listing all duties and responsibilities is available in the Office of Human Resources (x2221).

## **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Applicants who fail to do so, or who do not meet the position's required qualifications, will not be considered for this position.

### **Education:**

- Two (2) years college study (Associate Degree) is required.

### **Experience:**

- Two (2) years work experience in customer service, in an office environment, or dealing with the public is required.

### **Language:**

- Level IV (Fluent) speaking/reading/writing English is required. **(This will be tested.)**  
Level IV (Fluent) speaking/reading/writing Chinese is required.

### **Job Knowledge:**

- Through Knowledge of ACS functions procedures and service standards, and general understanding of both PRC and U.S. laws, regulations regarding marriage, passport issuances, immigration, adoptions, foreign residents in China, PRC visas, arrival formalities, customs and other relevant topics.

### **Abilities and skills:**

- Required to have exercise of good judgment and tact in dealing with the public.
- Must have the ability to work under continuous pressure and to draft correspondence in correct English and Chinese as well as to apply good judgment in referring matters to higher levels of management, good interpersonal skills and familiarity with computer usage.

**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**

- All completed applications received by the closing date will be reviewed by HR to determine which applicants meet the advertised position's required qualifications. When appropriate, the HR Office will administer necessary language and/or skills testing to confirm an applicant's qualifications. Applicants who are unavailable for testing will not be considered.
- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current LE Staff employees are ineligible to apply for advertised positions within the first 90 calendar days of their appointment.
- Current Ordinarily Resident (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.
- Current U.S. Citizen EFM employees who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
- Current Not Ordinarily Resident (NOR) employees 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.
- Ordinarily Resident applicants or applicants without a U.S. social security number will be paid according to the Local Compensation Plan in local currency (RMB). There are no exceptions to this regulation.
- The candidate must be able to obtain and hold a Secret/Top Secret security clearance. [IF APPLICABLE]

**HOW TO APPLY: Applicants must submit the following documents to be considered:**

1. Universal Application for Employment (UAE) (Form [DS-0174](#)); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, 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).

**WHERE TO APPLY:**

**SUBMIT APPLICATION TO**

Management Section/Human Resources Office  
U.S. Consulate General Shanghai, China  
1469 Huai Hai Zhong Lu  
Shanghai 200031 CHINA

Email: [ShanghaiRecruitment@state.gov](mailto:ShanghaiRecruitment@state.gov)

(Please specify the position title in the subject line.)

**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

**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 (US EFM):** 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.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).