

# VACANCY ANNOUNCEMENT

Embassy of the United States of America  
Freetown, Sierra Leone

VACANCY No: 25-2012

OPEN TO: All Interested Candidates within and outside of the Mission

POSITION: Visa/Consular Services Assistant

OPENING DATE: September 21, 2012

CLOSING DATE: October 8, 2012

WORK HOURS: Full-time; 40 hours/week

GRADE: \*Not-Ordinarily Resident: FP-6 (To be confirmed by Washington)  
\*Ordinarily Resident: FSN-8

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

SEE DEFINITION FOR “NOT-ORDINARILY RESIDENT” BELOW.

The United States Embassy in Freetown is seeking an individual for the position of Visa/Consular Services Assistant. The position is located in the Consular Section and reports to the Consular Officer.

## **BASIC FUNCTION OF POSITION**

### Visa Processing:

Based on immigration laws and procedures, receives and reviews documentation and information from a variety of sources for processing of Immigrant and Diversity Visas (IV/DV) to the point of final review by the Consular Officer. Reviews application for completeness and identifies the type of visa the applicant requires according to U.S. Immigration and Nationality Act. Reviews applications and checks documentation for acceptability, in accordance with Department regulations. Prepares cases for further review by the Consular Officer, noting matters requiring special attention. Serves as interpreter at interviews conducted by the Consular Officer. Advises Consular Officer on local culture and practices to assist in the adjudication process. Compiles visa packages, and prints approved visas or letters of refusal.

### Customer Service/Correspondence:

Serves as the focal point of contact by all internal and external customers. Manages correspondence for the Consular Section to include letters, fax, email and telephone correspondence from consular clients, the general public, the immigration law community, Congress, and other USG Agencies/Offices. This is done by responding to routine and

complex telephonic and written inquiries and drafting complex responses for Section Chief's approval. Manages the NIV appointment calendar on-line, and coordinates booking of special appointments (referrals, waivers, A.G. and NATO cases) as necessary. Provides information and guidance on consular services procedures to clients.

#### Aunti Fraud Duties:

Develops and maintains extensive contacts with local officials at the police, Registrars of law courts, police, immigration, churches, and mosques to verify court orders or claims of education, marriage, or other status. Develops and maintains contacts with members of local committees to various suburbs across Sierra Leone and the Peninsula. Visits various locations to obtain information and reports on such information.

#### ACS Support:

Supports the other Consular Assistant in the provision of American Citizen Services, including arrests, deaths, welfare/whereabouts, routine services, and as necessary, evacuation of American citizen residents in Sierra Leone. Ensures that registration records are up to date. Registers American citizens presently in country. Provides information to American citizen on local matters such as list of doctors and lawyers, and entry/exist requirements. Maintains and updates the warden list as necessary.

#### NIV Visas Support:

Supports the other Consular Assistants in processing Non-Immigrant Visas, as needed, including accepting and entering applications, taking fingerprints, and processing issued and refused visas.

## QUALIFICATIONS REQUIRED

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

- 1. Education:** Completion of secondary school and college diploma in administration, linguistics, or paralegal studies required.
- 2. Experience:** Three years of progressively responsible experience involving the application of regulations and policy along with extensive public contact, clerical work, cashiering, and bookkeeping required
- 3. English Ability:** Level IV English Language ability (fluent in spoken and reading). Level IV Krio language (spoken) is required.
- 4. Other Criteria:** Knowledge of Sierra Leone culture, traditions and fraud patterns. Data entry, typing, and writing skills. General knowledge of consular and visa services operations/procedures. Microsoft Word and Excel. Ability to effectively schedule and prioritize work. Ability to read and understand applicable U.S. immigration and visa laws, regulations and procedures. Familiarity with the pattern of fraud in the locality. Knowledge of cash collections, disbursing and reconciliation process. U.S. citizen rights etc.

5. **Skills:** Ability to understand and independently operate consular applications. Ability to apply good judgment reviewing document for completeness. Ability to understand and apply regulations correctly. Must be able to work in high stress, high volume production environment. Ability to work effectively with all levels of individuals both from within the Mission and the public. Ability to deal with the public in a courteous but efficient manner. Ability to draft correspondence. Ability to apply correct judgment.
6. **Interpersonal skills:** Must exercise good judgment in establishing priorities, dealing with American citizens, the public, and in screening documents and statements for fraud or misrepresentation. Must be able to answer inquiries regarding visa application process. Must exercise considerable judgment in examining U.S. dollar notes and keeping monies safe. Must exercise judgment in making determinations relative to which amounts to which service.

#### SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate 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 Performance Report are not eligible to apply.
4. Currently employed US Citizen EFM's who hold 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 applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174); available on the internet at [http://freetown.usembassy.gov/job\\_opportunities.html](http://freetown.usembassy.gov/job_opportunities.html) and
2. A current resume or curriculum vitae
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form

DD-214 with their application.

4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

#### SUBMIT APPLICATION TO

The Human Resources Section  
(Application for Visa/Consular Services Assistant)  
Embassy of the United States of America  
Southridge, Hill Station  
Freetown  
FAX: 076-515-355  
Email: [HRFreetwon@state.gov](mailto:HRFreetwon@state.gov)

NOTE: Only short listed applicants will be contacted.

#### DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

--US citizen;

--Spouse, Domestic Partner or child who is at least age 18; (children include natural offspring, stepchildren, adopted children and children under permanent legal guardianship of the Employee, Spouse, or Domestic partner).

--Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;

--Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, or at an office of the American Institute in Taiwan and

---Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign or Civil Service

Other family members or dependents on direct-hire Foreign, Civil, or uniformed service member's travel orders are not AEFMs or US Citizen EFMs for purpose of 3 FAM 8200.

2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen AEFMs and EFM of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION: October 8, 2012**

The US Mission in Freetown 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.