JOB VACANCY ANNOUNCEMENT
AMERICAN EMBASSY – LOME

No.: 12HR-12 **October 15, 2012**

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) – All agencies
POSITION: Consular Assistant, FP-07
OPENING DATE: October 18, 2012
CLOSING DATE: November 17, 2012
WORK HOURS: Full-time; 40 hours/week

NOTE: ONLY US CITIZEN APPOINTABLE ELIGIBLE FAMILY MEMBERS (AEFM) AS DEFINED BELOW OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION AUTHORITY ARE ELIGIBLE FOR CONSIDERATION. A US CITIZEN EFM DOES NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

The U.S. Embassy in Togo is seeking an Eligible Family Member (EFM) for employment in country for the position of Consular Assistant in the Consular Section.

To apply, please go to: http://lome.usembassy.gov/employmt.html

BASIC FUNCTION OF POSITION

Under the supervision of the Consular Officer, the position has the responsibility for all aspects of Consular work to include but not limited to support for visas, passports and all American Citizen Services. Also serves as liaison with local authorities and the community. Responds to written and oral inquiries on all aspects of consular work.

The major duties and responsibilities are pasted at the end of the announcement.

QUALIFICATIONS REQUIRED

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

1. **Education:** Two years of college level study is required.

2. **Work experience:** Two years of clerical experience is required.

3. **Language:** Level V (professional translator/Interpreter) reading/speaking English is required

4. **Knowledge:** Good working knowledge of internal Embassy operating procedures as well as requirements for a wide range of non-immigrant and immigrant visas.

5. **Correspondence skills**: Ability to, independently, draft professional and clear responses to a variety of consular inquiries by American and foreign clients in English.

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.

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 Employee Performance Report are not eligible to apply.
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 (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the <u>same information</u> found on the UAE (*see Appendix B*); **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 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: All application documents must be scanned (PDF file) and submit to:HROLome@state.gov

CLOSING DATE FOR THIS POSITION: NOVEMBER 17, 2012

The U.S. Mission in Lome 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.

Harby Issa
Human Resources Officer

Major duties and responsibilities:

A. General consular work:

Is responsible for retrieving and referencing consular guidance, records, and reports from centrally and locally maintained Department computer databases and archives. Is also responsible for the proper treatment of sensitive computer and other consular equipment. Assists the embassy duty officer after hours as necessary.

Fraud:
Sensitive to fraud in all aspects of consular work. Together with the Consular Fraud Investigator, carries out investigations, at the direction of the Consular Officer, with local and other sources to verify bona fides of applicants. Analyzes passports, visas and other documentation for photo substitutions, counterfeits and imposters, using black light and magnification if necessary. Familiar with security features on U.S. and other travel documents. At the direction of the Consular Officer, responds to inquiries from local police, immigration, airline and other officials regarding suspected fraud.

Outreach and Liaison
In coordination with the Public Affairs Office, has primary responsibility for ensuring the currency and accuracy of all information and links on the consular section's web site. The incumbent also drafts all correspondence/public inquiries received by consular section (fax, e-mail, letters), usually concerning visa denials, non-immigrant and immigrant visa issuance procedures, and acts as point of contact for all public inquiries by English speakers, especially American citizens

Visas
Is responsible for verifying proper completion of nonimmigrant and immigrant visa applications and determining the proper visa classification. Enters application data, including the photograph and biometric fingerprint scan, into specialized computer-based consular applications.

Alerts Consular Officer to special requests and cases warranting special attention, including security issues. The incumbent must be able to answer or properly refer inquiries from the public.

B. American Citizen Services:

Citizenship
Assists clients in preparing applications for births and registration, per FAM guidelines. Prepares documents necessary for loss of citizenship in renunciation cases. Enters data into the Consular database.

Citizen Registration
Registers U.S. citizens resident in consular district. Enters registrations in computer database. Prepares statistics for annual F-77 emergency evacuation report. Updates database as necessary. Maintains records under appropriate privacy act guidelines.

Births
Enters data into the Consular database. Prepares consular reports of birth in accordance with U.S. law. Reviews applications for completeness and requests necessary supporting documents for Consular officer. Prepares and submits applications for social security numbers for new American Citizens born in consular district.

Welfare and Whereabouts
Assists Americans in situations of destitution, needing repatriation, or other welfare/whereabouts problems. Checks with local officials and private organizations regarding whereabouts cases and follows up as appropriate. Documents all actions carefully for reporting. Responds to inquiries from families and public as allowed under the Privacy Act. Enters data into the Consular database. Prepares necessary telegrams. Ascertains bona fides in destitution cases. Assists in obtaining local cooperation where possible/necessary. Prepares promissory notes and applications for EMDA and repatriation loans, as well as arranging money transfers when necessary. Develops and maintains extensive local contacts with police, hospitals, social workers, hotels, and other community resources to assist American citizens,

in emergency cases. Shows utmost tact and discretion in sensitive cases and often advises on appropriate disposition of such cases in local context.

Notarials:
Prepares notarials for the consul's signature, including affidavits, acknowledgments and true copies. Possesses knowledge of appropriate forms of legal instruments. Understands legal limitations of consular responsibility.

Federal Benefits/Special Consular Services
Develops and maintains expert knowledge of Federal Benefit regulations. Manages federal benefit requests and correspondence. Informs consul of special cases or problems. Provides information and registration for Selective Service. Refers cases appropriately to regional Federal Benefits Units in Frankfurt or Brussels. Provides public with forms and information regarding IRS and voting materials. Prepares list of lawyers, notaries and doctors for publication and distribution.

Judicial Assistance
Assists consul in preparing diplomatic correspondence in requests for judicial assistance from the Department of Justice or U.S. courts. Follows up as appropriate on pending letters rogatory. Prepares consular certification of executed letters rogatory for transmittal to the Department. Develops and maintains expert familiarity with range of judicial assistance requirements of consular work, including taking of depositions and extradition requirements.

Passport Services:
Reviews passport applications and prepares supporting documentation for the consul. Inputs data into the computer and prepares appropriate consular reports on issued passports. Advises applicants as to additional documents required for lost/stolen passports or for amendments to passports. Obtains necessary clearances from the Department. Prepares and oversees the preparation of the passports.

Prepares appropriate reports, and submits passport applications to the Department monthly.

Deaths and arrests issues
Works on complicated American citizen cases such as deaths, arrests, repatriations and other delicate cases with minimal supervision.

In death cases, assists in identifying relatives of deceased American citizens and assists relatives in making necessary arrangements for the disposition of remains (local burial or shipment of remains). Enters data into the Consular database. Prepares report to Department regarding costs and local procedures for funerals and shipment of remains. Prepares consular certificate of death, and inventories property with consular officer in accordance with regulations.

On arrests issues, develops and maintains extensive contacts with local authorities to ensure prompt notification of U.S. citizen arrests. Notifies consul immediately if contacted first by authorities. Ascertains legal charges and applicable local laws, liaising as necessary with local police or court officials. Assists consul in obtaining necessary data for required arrest report. Enters data into the Consular database. Accompanies or replaces consul as necessary to visit detained or arrested citizen.

Alternate

Serves as back-up OMS to the Ambassador/OMS and RSO/OMS. Incumbent is responsible for classified (Top Secret) materials.

NOTE:

Position requires TS clearance due to sensitivity of information that may become available on American citizens. Assists USDH Consular Officer with data and/or information that will be classified and/or SBU.