

# JOB VACANCY ANNOUNCEMENT AMERICAN EMBASSY – LOME

**No.: 14HR-01**

**March 27, 2014**

**TO:** All employees, All Agencies

**OPEN TO:** All interested Candidates

**POSITION:** Visa Clerk, FSN-6 (FP-8, AEFM only)

**OPENING DATE:** March 31, 2014

**CLOSING DATE:** April 14, 2014

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

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

The U.S. Embassy in Lome is seeking an individual for the position of **Visa Clerk**, in the Consular Office.

To apply, please go to: <http://Togo.usembassy.gov/vacancies.html>

## **BASIC FUNCTION OF POSITION**

Under the supervision of the consular section chief (or his/her backup) performs duties pertaining to Nonimmigrant Visa (NIV), Immigrant Visa (IV), Diversity Visa (DV), and follow-to-join processing, and interacts with the public. Incumbent screens and organizes incoming documents and other information from a variety of sources, drafts correspondence, assists with American Citizen Services (ACS cases), and performs other duties as assigned by supervisor. Incumbent tracks pending applications by following standard procedures. Incumbent strictly follows immigration regulations and Consular Affairs procedural guidance.

*The major duties and responsibilities are pasted just after the signature (page 4).*

## **QUALIFICATIONS REQUIRED**

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

- 1. Education:** Completion of secondary school education is required.
- 2. Work experience:** Two years of office management, clerical, or customer service experience is required.
- 3. Language:** Level III (good working knowledge) both speaking and reading French and English is required. Fluency in one local language is required.

### **4. Job Knowledge**

Knowledge of operational procedures related to visa services and regulations is required.

### **5. Skills and abilities**

Incumbent requires keyboard and data entry skills (required typing speed 40 WPM) as well as the ability to use specialized consular software and equipment. Accuracy of data entry is a critical requirement. Basic mathematical skills are required for compiling statistical and workload information. Excellent customer service skills required. Ability to work in a team.

## **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

Before applying, please make sure you carefully read the application instructions on the website.

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); **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. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
4. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**WHERE TO SUBMIT APPLICATION?** All application documents **MUST** be scanned (PDF file) and submitted to: [HROLome@state.gov](mailto:HROLome@state.gov)

**CLOSING DATE FOR THIS POSITION: APRIL 14, 2014**

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.

Kimberly E. Maine  
A/Management Officer

## **DUTIES AND RESPONSIBILITIES**

### **A. VISA PROCESSING**

Incumbent receives assigned daily work and performs a full range of duties related to NIV tasks completed in cooperation with other LE staff, managers, and officers. Incumbent processes documents from the intake window, Consular Electronic Application Center (CEAC), Department of Homeland Security (DHS), email, and phone. Cross-references data in the CEAC records, downloads applications from CEAC, and enters NIV data at intake while pre-screening at the window. Incumbent tracks pending applications via data input and logs completed actions. Incumbent alerts officers to any problems or unusual circumstances discovered during intake by entering a note in the CEAC or on the paper file. Maintains files and records according to established regulations and procedures. Incumbent prints visas and files and tracks case status using proprietary software. When printing visas, incumbent accepts accountability for visa foils and ensures foils are accounted for at the end of the day.

### **B. CUSTOMER SERVICE**

Incumbent provides clear, accurate, prompt, and courteous customer service through email, telephone and in-person interactions. Incumbent ensures that all inquiries from applicants and other individuals regarding visa regulations and procedures are correctly answered in a timely manner. Answers incoming phone calls, e-mails, and in-person inquiries from the general public and U.S. citizen customers and provides detailed consular information in response to queries; schedules appointments for non-immigrant visa appointments and American citizen services. Incumbent ensures customer service interactions are logged and filed according to established procedures.

### **C. AMERICAN CITIZEN SERVICES**

Assists with American Citizen Services by performing ACS software data entry for adult and child passport applications, Consular Reports of Birth Abroad (CRBA) applications, warden and U.S. citizen registration data, and details on U.S. citizen casework regarding welfare/whereabouts, business disputes, child custody, death, and imprisonment. Receives, logs, and performs quality control checks and distributes U.S. passports to applicants. Prepares and prints U.S. passport amendments and extra pages; prepares documents for notarization; and answers other consular customer queries in person. Establishes and maintains U.S. citizen case files. Assists with maintenance of warden system, including registration of U.S. citizens residing in the consular district.

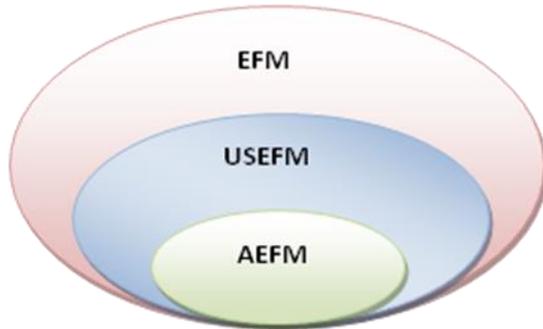
### **D. BACK-UP CASHIER**

In the absence of the primary cashier, collects visa and ACS fees. Ensures correct categorization of all fees and services.

### **E. TRANSLATION**

Incumbent provides neutral and accurate translations for Consular Officers as required.

## Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. 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. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
  - U.S. 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 U.S. Citizen.

4. **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 U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. 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 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).

## 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 UAE.

**Failure to do so will result in an incomplete 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. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, *provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References