



Embassy of the United States of America
Kyiv, Ukraine

JOB OPPORTUNITY ANNOUNCEMENT

014

Date: April 2, 2010

TO: ALL MISSION PERSONNEL

FROM: AMANDA JOHNSON-MILLER – ACTING HUMAN RESOURCES OFFICER

SUBJECT: NON-IMMIGRANT VISA CLERK/WAITING ROOM FACILITATOR, CONSULAR SECTION

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

POSITION TITLE: Non-Immigrant Visa Clerk/Waiting Room Facilitator

OPEN TO: All Interested Candidates

GRADE LEVEL: FSN-03, FP-BB* (FULL PERFORMANCE LEVEL)

WORK HOURS: Full Time, 40 hours per week

OFFICE LOCATION: Consular Section**

OPENING DATE: Immediate

DEADLINE: April 16, 2010 at 6 P.M. Kyiv Time

*FP-BB is subject for confirmation with Washington.

** *The need for this position will be carefully reviewed once the Embassy moves into the New Embassy Compound (NEC).*

NOTE: IN ORDER TO BE CONSIDERED FOR THIS POSITION, ALL INTERESTED CANDIDATES MUST BE *ELIGIBLE* FOR EMPLOYMENT IN UKRAINE AT THE TIME OF SUBMITTING APPLICATION.

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

Maintains order in the Non-Immigrant Visa (NIV) waiting rooms. Greets and provides information on where services are provided to the visa applicants. Explains Biometric collections procedures and answers basic questions about the visa process.

MAJOR DUTIES AND RESPONSIBILITIES:

Maintains order in the NIV waiting rooms* **60%*

- Pre-screens visa application packages and makes sure they are ready to be submitted to the NIV staff for the data entry and biometric collection.
- Instructs applicants on correct finger placement for proper finger scanning and assists/orients them on basic questions regarding the visa application forms and procedures. Ensures that finger scanners are wiped clean.
- Keeps waiting rooms clear of unnecessary visitors and ensures that people do not congregate in any one area by assisting applicants to find their place in line. Makes sure applicants leave the room after their interview is over.
- Monitors the number of people in the waiting rooms and coordinates as needed with the NIV staff and the Guard Supervisor to ensure continued applicant flow without exceeding the waiting room's maximum allowed capacity.
- Notifies the Guard Supervisor and Senior NIV staff immediately if there is a visitor causing a disturbance.

Assists with maintenance of information* **20 %*

Assists NIV with maintenance of information posted in the waiting areas as well as informational boards and ensures that Embassy informational brochures are available in the designated racks.

Assists with filing, pass back of passports to the courier company and other clerical duties.

10 %

Monitors cleanliness of the waiting rooms; contacts housekeeping staff when needed.

5 %

Performs other duties as assigned

5 %

REQUIRED QUALIFICATIONS:

EDUCATION:

- Completion of secondary school is required.

WORK EXPERIENCE:

- One year of customer service experience is required.

LANGUAGE:

- Level II (limited knowledge) of English; good working knowledge (level III) Russian or Ukrainian.

KNOWLEDGE:

- Thorough knowledge of NIV application process and procedures.

SKILLS AND ABILITIES:

- Must have an ability to follow instructions, be reliable in attendance and performance, must be able to concentrate and retain high level of attention, must have good observation skills, and must be tactful and polite with visitors and colleagues.

APPLICATION AND SELECTION PROCESS:

- ✓ Interested applicants should fax or mail their *current résumé* and *letter of interest* **in English** to the Embassy Human Resources Office, American Embassy, 4 Hlybochyts'ka St., fax # 490-4085. Applications can be also sent by e-mail to: KyivHR@state.gov

Note: Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Applications and letters that are *inadequate or incomplete* will not be considered. Only those applicants who are selected for interviews will be contacted.

ADDITIONAL SELECTION CRITERIA:

! Current employees serving a *probationary period* are not eligible to apply for this position.

! U.S. Veterans and US Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with U.S. law and State Department Regulations. Candidates who claim *U.S. Veterans preference* must provide a copy of their Form DD-214 with their application.

! US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.

! US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.

CLEARED: AHannah - CONS (by e-mail)
DMercandante – FMO