



*Embassy of the United States of America
Kyiv, Ukraine*

**U.S. Mission Kyiv Vacancy Announcement:
SPECIAL CONSULAR SERVICES ASSISTANT**

Vacancy Announcement Number: 2016-21

POSITION TITLE: SPECIAL CONSULAR SERVICES ASSISTANT

OFFICE/SECTION: CONSULAR SECTION
AMERICAN CITIZEN SERVICES UNIT

OPEN TO: ALL INTERESTED CANDIDATES

OPENING DATE: May 19, 2016

CLOSING DATE: **June 02, 2016**

WORK HOURS: Full-time, 40 hours per week

SALARY LEVEL: Ordinarily Resident (OR): FSN-09
Not-Ordinarily Resident (NOR): FP-05*
*Final grade/step for NORs will be determined by Washington.

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

NOTE:
DUE TO THE HIGH VOLUME OF APPLICATIONS RECEIVED, HUMAN RESOURCES WILL NOT ACKNOWLEDGE RECEIPT OF APPLICATIONS AND WILL ONLY CONTACT SHORTLISTED CANDIDATES SELECTED FOR AN INTERVIEW. THANK YOU FOR UNDERSTANDING.

BASIC FUNCTION OF POSITION:

In fulfillment of a core Mission and Department objective, the incumbent serves as a Locally Employed Staff (LES) Supervisor for the American Citizens Service (ACS) unit. The position has supervisory responsibility for ACS staff, provides training and guidance. The position also provides personal ACS training to Entry-Level American Consular Officers assigned to ACS rotation and one Consular Associate Eligible Family Member (EFM). The position has oversight responsibilities for all ACS functions. The position is responsible for complex ACS cases and has primary responsibility for emergencies involving American citizens, judicial assistance cases, death/estates, and issues arising on Ukrainian territory that is not currently under the control of the Government of Ukraine. These services are described in 7 FAM and include, but are not limited to: cases of death, arrest, destitution, medical emergency of American citizens in Ukraine, children's issues, assistance to victims of crime, etc. The incumbent does not handle routine services but handles multiple cases that require considerable time, analysis and research in their resolution. These cases do not have prescribed solutions and incumbent must research, innovate and plot strategy to resolve these issues successfully. This position is also responsible for major Department of State (DOS) reporting requirements such as F-77 (potential evacuees report), ACS part of the Consular Package (both statistical and narrative), Judicial Assistance Brochure, Prisoner Info Brochure, Disposition of Remains Report, Consular Information Sheet for Ukraine, etc. The incumbent actively and independently resolves issues or works with a Consular Officer when appropriate. This position is supervised by the ACS Chief.

QUALIFICATIONS REQUIRED:

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

EDUCATION:

Secondary school is a minimum requirement.

WORK EXPERIENCE:

A minimum of three (3) years of administrative experience in a professional office environment with a minimum of six months in a supervisory capacity is required; one (1) year of consular experience is required.

LANGUAGE:

Level IV (fluent) in English is required

Level IV (fluent) in Ukrainian and Russian is required.

POST-ENTRY TRAINING(S):

ACS training, Consular Correspondence Course, on-the-job training.

SKILLS AND ABILITIES:

Good customer service, communication and interpersonal skills are required. Good computer skills for frequent, accurate and quick data entry, including a good knowledge of spreadsheets, word processing.

HIRING PREFERENCE ORDER:

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

- (1) AEFM /USEFM who is a preference-eligible U.S. Veteran*
- (2) AEFM /USEFM
- (3) FS on LWOP**

***IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

- Management will consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
- Current employees serving a *probationary period* are not eligible to apply. Current Ordinarily Resident 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 NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first ninety (90) calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

- The candidate must be able to obtain and hold the following: Local Security Certification.
- Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least six months remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY:

Interested applicants must submit the following documents in English to be considered for the position:

- Universal Application for Employment (Form DS-174) in **ENGLISH**. You can download this form in Microsoft Word or Adobe Acrobat PDF format at: <http://ukraine.usembassy.gov/job-opportunities.html>.
- Please indicate on your application whether you are an internal or external candidate.

Please Note: Failure to submit Form DS-174 with your application or an incomplete package will result in a determination that the applicant is not qualified and you will not be considered further for this position.

WHERE TO APPLY:

E-mail Address: KyivHR@state.gov

FAX Number: 044-521-51-55

Applications submitted by e-mail cannot exceed 5MB. Any application package over 5MB will be determined not qualified.

All application documents must be submitted in Microsoft Word and/or Adobe Acrobat PDF formats. JPEG, TIFF, SkyDrive or files other than Microsoft Word and/or Adobe Acrobat PDF format will **NOT** be accepted and your application will be determined not qualified.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

The U.S. Mission in Kyiv 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: Definitions

Eligible Family Member (EFM): An EFM for employment purposes is 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; **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 (USEFM): A USEFM for employment purposes 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 for employment purposes 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): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

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.