



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

# 054

Date: October 21, 2014

**TO: ALL MISSION PERSONNEL**

**FROM: BRIAN RANDALL – HUMAN RESOURCES OFFICER**

**SUBJECT: CONSULAR SERVICES CLERK**

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:** Consular Services Clerk

**OPEN TO:** ALL INTERESTED CANDIDATES

**GRADE LEVEL:** FSN-05, FP-09\* (FULL PERFORMANCE LEVEL)

**WORK HOURS:** Full Time, 40 hours per week

**POSITION TYPE:** PERMANENT

**OFFICE LOCATION:** Consular Section

**OPENING DATE:** Immediate

**DEADLINE:** November 4, 2014 at 6 P.M. Kyiv Time

*\*FP-9 is subject for confirmation with Washington.*

**IMPORTANT NOTE:**

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR **RESIDENCY PERMIT** TO THE APPLICATION.

### **BASIC FUNCTION OF POSITION:**

Serves as an assistant to the consular management unit and office manager of the Consular Section. Carries out administrative activities associated with day-to-day operation of the Consular Section and provides support to the Consular Section staff. Serves as a consular timekeeper. The position requires exceptional ability to multi-task, excellent customer service skills, a strong command of English and Ukrainian, and attention to detail.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

**An incumbent carries out administrative activities associated with day-to-day operation of the Consular Section and provides support to the Consular Section staff such as:** **50%**

Places work and supply orders, vehicle requests for the Consular Section;

Makes arrangements for visitors and contractors;

Maintains consular leave schedule;

Updates Consular Section database of referring and approving officers and contacts database;

Has responsibility for magazine and newspaper subscriptions for the Consular Section;

Circulates billing memos for the cellular and fixed-line phones, ensures the memos are sent to Financial Section on time;

Receives and distributes inter-office mail, ensures that it is properly registered in a log book;

Keeps chron file of all consular cables and Consular SOPs (standard operation procedures), knows where to find and how to use the appropriate reference materials on both ACS and NIV issues; makes sure the reference material is distributed to the proper person or section on time;

Keeps inventory of Consular computer equipment and other property in electronic file and hard copy, files all the property items in possession of the Consular Office and assists Consular Operations Manager in handling disposal procedures for obsolete equipment and furniture;

Enters data and maintains spreadsheets associated with annual Consular Package. This is a detailed statistical analysis and separate narrative report of consular workload, including data for manpower, productivity and demand for services that provides the basis for determining future personnel and financial resources allocation;

Facilitates procurement of computer and office equipment, furniture by drafting procurement requests and performs market search;

Serves as a consular back-up timekeeper and as a primary back-up sub cashier to the Class B Sub cashier in the Consular Section; holds cash advance up to USD 5,000 and collects fees for all kinds of consular services.

**An incumbent provides Consular Section information to the public and to other sections of the Mission: 25 %**

Answers telephone and electronic inquiries and relays telephone calls and messages regarding basic consular procedures and requirements. Refers more complicated questions to the Consular Operations Manager;

Drafts routine letters and requests ensuring their proper format and timeliness;

Serves as a back-up point for updating and maintaining Consular Section's intranet (SharePoint) page

**An incumbent serves as an administrative assistant to the consular management unit: 10 %**

Assists the consular operations manager in arranging both section wide representational events and those events hosted by individual units, as well as official and public meetings and special events;

Performs non-immigrant visa Class B referral application pre-screening and data entry on the non-immigrant visa (NIV) computer system, ensures proper MRV fee has been paid.

**An Incumbent provides Assistance as E2 travel software arranger: 10%**

Serves as E2 travel software arranger. Prepares Regional and International Travel Authorizations in E2 program. In conjunction with Consular Operations Manager, advises U.S. citizen personnel and Locally Employed Staff of their entitlements in a wide variety of travel situations. Organizes and establishes files for the Travel Authorizations, Travel Requests, etc. Submits travel vouchers. Insures that all of these are properly maintained and readily available.

**Performs other related duties, as assigned 5 %**

**QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

**EDUCATION:**

Completion of secondary school is required.

**PRIOR WORK EXPERIENCE:**

Two years of related office experience is required.

**LANGUAGE PROFICIENCY:**

Level IV (writing, speaking, and reading) in English, Ukrainian and Russian is required.

### **JOB KNOWLEDGE:**

Must know local customs and be familiar with Embassy and consular procedures and regulations. Must know how to use computers and word processing programs. Working knowledge of the NIV system.

### **SKILLS AND ABILITIES:**

Excellent typing and computer skills; must interact well with the public, have good oral communication skills and an ability to handle high-pressure and high-stress situations. Ability to pay maximum attention to the details. Ability to contribute to the team-oriented approach of the Consular Section.

### **APPLICATION AND SELECTION PROCESS:**

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by **COB November 4, 2014**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) should be completed in English, signed and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: **521-5155**.

### **Note:**

**Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment. Due to the high volume of applications received, only shortlisted candidates will be contacted by HR.**

### **ADDITIONAL SELECTION CRITERIA:**

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- 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.
- 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.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring*

*preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFM's hiring preference should indicate their EFM status in the application form.

- Only those applicants who are selected for the interviews will be contacted.

### **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.

CLEARED: WBistransky - CONS (by e-mail)