



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

# 036

Date: November 25, 2013

**TO: ALL MISSION PERSONNEL**

**FROM: KATHERINE MUNCHMEYER– MANAGEMENT COUNSELOR**

**SUBJECT: IMMIGRANT VISA ASSISTANT**

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:** Immigrant Visa Assistant

**OPEN TO:** ALL INTERESTED CANDIDATES

**GRADE LEVEL:** FSN-07, FP-07\* (FULL PERFORMANCE LEVEL)

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

**POSITION TYPE:** PERMANENT

**OFFICE LOCATION:** Consular Section (Immigrant Visa Unit)

**OPENING DATE:** Immediate

**DEADLINE:** December 9, 2013 at 6 P.M. Kyiv Time

*\*FP-07 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:**

This position is responsible for all aspects of processing diversity visas (DVs) in Ukraine and the employee is a subject matter expert on DVs. This includes analysis and application of U.S. laws and regulations on diversity visas, coordinating all communication with the Kentucky Service Center and the Visa Office, including scheduling, shipment, post-specific instruction changes, running necessary reports and providing statistical information as requested. Serves as a liaison with the Fraud Prevention Unit (FPU) regarding anti-fraud screening of DV cases. Serves as a liaison with the Public Liaison Unit (PLU) for DV-related communication and outreach.

The position is also responsible for services related to all other types of immigrant visas. The range of immigrant visa cases includes immediate relative and preference categories, as well as more complicated cases such as Visas 92/93, orphan, special immigrant, employment-based and diversity categories. The employee ensures that immigrant visa cases are processed courteously, efficiently and in accordance with all applicable laws and regulations. The employee intakes and prepares applicants when they come for IV interviews. The employee physically prepares approved immigrant visas in accordance with quality control instructions and regulations outlined in 9 FAM and in cables. The employee also creates outgoing correspondence in accordance to 9 FAM and local SOPs.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

**The incumbent acts as the portfolio manager and subject matter expert for processing diversity visa cases** **40%**

- Understands and remains current on all relevant FAM requirements, USCIS regulations, and other State Department guidance concerning processing diversity visa cases and diversity visa lottery registration requirements. Maintains sensitive diversity visa files and electronic records, downloads data from the Kentucky Service Center (KCC) and keeps case-specific information safely secured. Serves as the main point of contact for management, adjudicating officers, IV unit colleagues and KCC on diversity visa issues. Drafts Security Advisory opinions for diversity visa applicants. Drafts and updates SOPs for processing DV cases.
- Plans, coordinates and implements the most effective schedule of DV cases for every fiscal year. Has authority to modify the schedule to meet the Unit's needs and staffing. Keeps the scheduling matrix updated. Collects various statistical information such as the "no show" rate and the 5A refusal rate and runs the yearly DV reports for the Visa Office.
- Serves as a liaison with the FPU for any DV-related projects.
- Analyzes DV programs for every fiscal year and briefs the IV personnel on the changes which make it different from the previous years.
- Is responsible for providing DV-related website material to the Public Liaison Unit for Embassy website updates. Responsible for updating the DV-related parts of Call Center scripts.
- Responsible for crafting public outreach targeting potential applicants. Includes organizing outreach tours within Ukraine, mass media outreach and web based outreach.
- Creates, updates and amends diversity visa related handout materials and internal guidance/forms.
- Responsible for planning the budget for the bi-annual funding request through the Consular Affairs allotment system. Expenses to be analyzed include the DV funded positions (salaries and benefits), travel, contractual services, printing and

other related expenses. Drafts justifications for bi-yearly DV funded requests to be sent to CA Post Allotments (CAPA) requests through an on-line submission twice a year.

- Assists the officer at the time of interviews.
- Responsible for determining the country of chargeability for the principle and derivative applicants in DV cases with cross-chargeability. Takes total responsibility for liaising with the embassies of other countries to Ukraine and American embassies/consulates located outside of Ukraine in order to verify the acceptability of DV winners' identification documents. Defines chargeability. Compiles the DV case chargeability SOP. Maintains it and keeps it updated.
- Checks country reciprocity tables for the availability of police certificates from third countries for any applicant who has spent at least one year outside of Ukraine since their 16th birthday. Explains the procedures for obtaining and submitting certificates from different countries.
- Acts as the main point of contact for planning and organizing DV outreach trips. Maintains a working relationship with representatives of the local Windows of America offices. Consults with local newspapers, radio and TV stations. Creates (and constantly updates) the database of local personalities, institutions and organizations which can be contacted to summon a meeting, radio, press and/ or TV conference. These contacts should serve as a channel to spread correct and updated information on DV procedures, terms, fee reductions, etc.
- In close cooperation with the Public Affairs Section (PAS), PLU and FPU, creates or clears talking points for press conferences and TV and newspaper interviews devoted to the DV Lottery in Ukraine.
- Maintains 5A refusal files in accordance with the disposition schedule.
- Performs pre-interview data entry for DV cases, calculates Child Status Protection Act formula for diversity visa dependent children over the age of 21.
- Conducts analysis of no-show cases in the end of every fiscal year and destroys them in accordance with regulations.

**Prepares Immigrant Visa Cases for Interview: Intakes cases from applicants, performs data entry and then packages them for the interview 40%**

- Conducts preliminary interviews in person with immigrant visa applicants including those for diversity (DV), refugee/asylee follow-to-join (Visas 92/93) and orphan (IR3 and IR4) visas, eliciting required information as necessary. Examines their applications and supporting papers. Reviews applications and documents submitted. Prepares cases for review by an American officer, articulating case-specific problems and proposing solutions. Highlights, and then brings to the officer's attention, factors that might result in security and other types of ineligibilities. Compares the names and dates on all pertinent documents to verify the true identity of applicants. Assembles all of the documents presented by the applicant in a pre-determined way in order for the American Officer to review the case quickly and properly.
- Enters all types of IV processing data received from NVC, KCC and USCIS/DHS into the automated immigrant visa data systems. Updates information on individual cases in which any elements of a case may have changed. Performs data entry and photo scanning from the application form prior to the interview. Conducts fingerprint scanning. Assists Consular Officers during the immigrant visa interviews by interpreting the interview and translating evidence. Prescreens and intakes I-130 petitions filed at post. Checks for completeness in accordance with both U.S. and Ukrainian law. Makes initial visa classification. Refers and explains more difficult or questionable cases to the IV Supervisor. Checks CCD, as requested by an officer, to clarify any previous issuances/refusals of the applicant.
- Checks the country reciprocity table for the availability of documents from third countries.

- Prints and assembles immigrant visas of all types after they are approved for issuance. Ensures the visa is properly printed and the package is assembled correctly. Prepares immigrant packages for courier service delivery. Maintains Diversity Visa Files in the storage area.

**Reads incoming correspondence and takes appropriate action** **15%**

- Answers a wide range of inquiries related to different types of immigrant visas both orally and in writing on the basis of existing standard procedures (SOPs) as well as definitions and references from Immigration and Nationality Act and the FAM. Takes action on correspondence received from the Kentucky Service Center. Provides input to PLU's responses to complicated e-mail inquiries related to diversity visa processing, based on State Department policies.
- Exercises judgment when referring more complex correspondence to the IV FSN Supervisor. Corresponds with other bodies of the U.S. government (National Visa Center, Department of Homeland Security, and Kentucky Service Center), other U.S. embassies, and other countries' embassies in Ukraine concerning specific visa cases (verifying or obtaining necessary information for visa cases) on a regular basis.

**Performs other tasks as required for the IV Unit's mission** **5%**

**QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

**EDUCATION:**

Two years of college/university studies in general coursework is required.

**PRIOR WORK EXPERIENCE:**

Two years of clerical work experience in professional office environment, preferably involving contact with customers, is required.

**POST ENTRY TRAINING:**

Completion of the FSI's PC-102 Immigrant Law and Visa Operations correspondence course. Extensive on-the-job training provided by the Senior IV FSN. Employee will also be trained in efficiency and customer-oriented work practices.

**LANGUAGE PROFICIENCY:**

Level IV (fluency in speaking/reading/writing) in English, Ukrainian and Russian are required.

**JOB KNOWLEDGE:**

The successful incumbent after being fully trained should possess knowledge of operating procedures and requirements for immigrant visas and applicable laws. s/he should be able to utilize appropriate information in 9 FAM, INA, relevant Department

cables and should have thorough knowledge of the content and validity of required and supporting documents.

#### **SKILLS AND ABILITIES:**

Must be able to operate photo capturing station (photo scanner), scanner and visa quality assurance equipment (QA machine). Ability to work under continuous pressure. Must have good interpersonal skills necessary to deal with the public in a courteous and service-oriented manner. Ability to display patience and grace when handling difficult people over the telephone and/or in person. Ability to type. Ability to reply to complicated oral and written inquiries in both English and Ukrainian. Ability to draft budget justifications in English. Ability to pay maximum attention to the details of visa processing. Ability to contribute to the team-oriented approach in the IV Section. Must be able to provide statistic information on cases and workload, and apply a number of formulas.

#### **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 December 9, 2013**. 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 EFMs 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: AEvans (by e-mail)