



Embassy of the United States of America  
Kyiv, Ukraine

## JOB OPPORTUNITY ANNOUNCEMENT

#023

Date: July 16, 2013

**TO: ALL MISSION PERSONNEL**

**FROM: KATHERINE MUNCHMEYER– MANAGEMENT COUNSELOR**

**SUBJECT: CONSULAR SERVICES CLERK, AMERICAN CITIZEN SERVICES**

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

**POSITION TITLE:** Consular Services Clerk

**POSITION OPEN TO:** All Interested Candidates

**GRADE LEVEL:** FSN-05, FP-9\* (FULL PERFORMANCE LEVEL)

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

**OFFICE LOCATION:** Consular Section/American Citizen Services

**OPENING DATE:** Immediate

**DEADLINE:** July 30, 2013 at 6 P.M. Kyiv Time

*\*FP-09 to be confirmed by Washington*

**NOTE:** 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:**

The incumbent in this position serves in the American Citizen Services Unit (ACS) of the Consular Section and is supervised by the Locally Engaged Staff (LES) Senior ACS Assistant. The incumbent performs routine ACS functions such as attending ACS windows during public hours, basic passport and citizenship application pre-screening, data entry to the ACS computer system, response to all ACS related inquiries on the phone and in writing, and maintains ACS paper and electronic files.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

- ACS routine service** **35%**
- Performs routine actions related to the ACS cases such as attending ACS windows during public hours, reviewing and preparing documents for notarial services, passport, citizenship acquisition and loss cases, etc.
  - Keeps track of courier pass back cases, maintains liaison with the courier service
- Database Upkeep and filling** **35 %**
- Performs data-entry of all ACS-related cases in ACS computer system.
  - Shreds outdated ACS paperwork.
  - Performs processing and shipment of passport and CRBA applications to the Department.
  - Assists in filing, processing and safekeeping of U.S. Treasury checks and documents containing PII.
  - Updates ACS related outreach handouts and other printed material.
- Correspondence and phone inquiries** **25 %**
- Drafts responses to all ACS-related letter, fax and e-mail correspondence addressing a broad range of ACS related inquiries.
  - Applies knowledge of relevant U.S. and Ukrainian legislation, utilizing 7 FAM, INA, Department and ACS Standard Operating Procedures.
  - Provides ACS-related information over the phone and addresses recorded messages on ACS general voice mail on a regular basis.
  - Refers some complex inquiries to Senior ACS FSN or ACS Assistants for guidance.
- Other** **5%**
- Performs other duties as assigned.

## **REQUIRED QUALIFICATIONS:**

### **EDUCATION:**

Completion of secondary school is required.

### **WORK EXPERIENCE:**

One year of experience performing clerical work in an office environment is required.

## **LANGUAGE:**

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

## **KNOWLEDGE:**

After being fully trained, the employee must have an understanding of the working procedures of the U.S. Embassy, Consular Section and ACS Kyiv as well as Consular Sections in neighboring posts such as Moscow and Warsaw, and a general understanding of U.S. Government laws and regulations as they relate to passport and nationality issues and overseas citizen services. Possesses a working knowledge of Ukrainian governmental authorities and the roles they serve. General knowledge of relevant Ukrainian laws (Criminal Code, Family Code, the Law on Citizenship, Civil Code etc). Working knowledge of Windows and Microsoft computer applications.

## **SKILLS AND ABILITIES:**

Drafting skills in English, Russian and Ukrainian required. Good customer service, communication and interpersonal skills are also required. Good computer skills for frequent, accurate and quick data entry, including a good knowledge of spreadsheets, word processing and ACS software.

## **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 and submit it to the Embassy Human Resources Office by **COB July 30, 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) can be filled out electronically, but still must be printed, 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.

## **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: LMillman (by e-mail)