



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

## **JOB OPPORTUNITY ANNOUNCEMENT**

**# 001**

**Date: January 13, 2012**

**TO: ALL MISSION PERSONNEL**

**FROM: TERRY A. ALSTON – HUMAN RESOURCES OFFICER**

**SUBJECT: TEMPORARY 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-9\* (FULL PERFORMANCE LEVEL)

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

**POSITION TYPE:** TEMPORARY (NOT TO EXCEED 1 YEAR)

**OFFICE LOCATION:** Consular Section/Public Liaison Unit

**OPENING DATE:** Immediate

**DEADLINE:** January 29, 2012 at 6 P.M. Kyiv Time

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

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

The Consular Section PLU Clerk is responsible for processing all incoming telephonic inquiries and distributing all incoming correspondence in the Consular Section. Provides basic information over the phone and routes other inquiries to the appropriate personnel or the automated attendant. Receives and distributes incoming correspondence, performs data entry for routine public inquiries, drafts responses to basic inquiries in both English and Ukrainian, and directs more complex letters to appropriate personnel. Assists with translation of some texts. Serves as the back-up for the NIV Appointment Coordinator/IV Correspondence Clerk during periods of leave. The position requires excellent customer service skills, a strong command of English, Ukrainian and Russian, and attention to detail. The Consular Section Receptionist reports to the Administrator of the Public Liaison Unit.

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

- Processes incoming telephonic inquiries and/or routes them to appropriate personnel or the automated attendant. Provides daily, weekly and monthly statistics on inquiries volume to the PLU Administrator. **25%**
- Provides consular-related information and visa application instructions (in emergency cases) over the phone. Gives step-by-step guidance to visa applicants traveling to the U.S. on humanitarian emergencies. Refers to Sections 214(b) and Section 221(g) of the Immigration and Nationality Act of 1952, as amended, to respond to callers' inquiries about the most common nonimmigrant visa refusal reasons. Refers to the Foreign Affairs Manual, Chapter 9, to determine at which Embassies applicants can apply for a visa, depending on their nationality or country of residence. Refers to the local post operational policy to identify and guide applicants who are eligible for the expedited visa renewal program on how to use the program, and advises applicants on options for receiving expedited appointments, such as by filling out the Electronic Visa Application Form (DS-160). Uses local electronic resources such as the appointment database to respond to caller inquiries about when their NIV and IV appointments are scheduled. **45%**
- Receives and distributes incoming correspondence. Drafts responses for basic inquiries. Keeps the log of the correspondence forwarded from the Protocol Section of the Mission; registers, and forwards such inquiries to the corresponding unit within the Consular Section as advised by the PLU Administrator; follows up on respective processing dates. **15%**
- Assists with translating and/or proofreading Consular Section press releases, information handouts, DV Lottery instructions. Performs other duties as assigned. Serves as back-up for NIV Appointment Coordinator/IV Correspondence Clerk during periods of leave. Reviews the on-line electronic resources (daily) to collect the news and up-to-date information on consular-related topics (to inform the consular personnel of the most current state of issues in the sphere of foreign visa regulations, immigration and other consular-related issues). **15 %**

## REQUIRED QUALIFICATIONS:

### EDUCATION:

- A secondary or high school equivalent degree is required.

### WORK EXPERIENCE:

- One year of prior experience in public or customer service is required. Experience using office computer and software is required. Prior customer-oriented experience in a Western-style office environment is required.

### LANGUAGE:

- Level IV (fluent) of English, Ukrainian and Russian are required.

### KNOWLEDGE:

- A basic knowledge of Embassy and Consular Section structure and function is required. The incumbent must also be familiar with the operational environment of Ukraine – economic, political, and cultural context, and role of family ties, in particular – in order to be able to explain to American callers the factors that influence officers' visa decisions.

### SKILLS AND ABILITIES:

- Excellent customer service skills, good oral communication skills, solid computer skills, and the ability to handle high-pressure and high-stress situations are required.

## 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 January 29, 2012**. 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: [490-40-85](tel:490-40-85) ( before January 18, 2012), [521-5155](tel:521-5155) (after January 18, 2012).

**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:**

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

! 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: DParker-CONS (by e-mail)