



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

JOB OPPORTUNITY ANNOUNCEMENT

003

Date: January 28, 2014

TO: ALL MISSION PERSONNEL

FROM: CHRISTOPHER NEWTON– 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-06, FP-08* (FULL PERFORMANCE LEVEL)

WORK HOURS: Full Time, 40 hours per week

POSITION TYPE: PERMANENT

OFFICE LOCATION: Consular Section (Public Liaison Unit)

OPENING DATE: Immediate

DEADLINE: February 13, 2014 at 6 P.M. Kyiv Time

**FP-8 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:

The Immigrant Visa (IV) Correspondence Clerk is responsible for tracking and answering correspondence related to K (finance) and immigrant visa (IV) processing, including letter, facsimile, e-mail, and telephonic inquiries. In addition, the position assists the Administrator of the Public Liaison Unit (PLU) in responding to other PLU inquiries in Ukrainian from the general public. The IV Correspondence Clerk must have excellent communication skills in English, Ukrainian, and Russian, thorough knowledge of Consular IV policies, procedures, and operations (U.S. Immigration and Nationality Act (INA), 9 FAM and relevant Department cables), a working knowledge of computer applications (database software and word-processing), and great attention to detail. The position reports to the Administrator of the PLU.

MAJOR DUTIES AND RESPONSIBILITIES:

- Drafts responses to all IV-related letter, fax and e-mail correspondence addressing a broad range of IV related inquiries. Collects and tracks all incoming correspondence related to K and immigrant visas. Applies knowledge of U.S. immigration laws and procedures, utilizing the INA, 9 FAM, Department and PLU Standard Operating Procedures. Refers some complex inquiries to Senior IV FSN or IV Consular Officers for guidance. **50%**

- Handles all K and immigrant visa inquiries. Responds to the escalated requests from the call center representatives and the call center manager. **20%**

- Coordinates scheduling all K and immigrant visas interviews with the Call Center (Global Support System aka GSS Atlas). Updates the information on the GSS Atlas scheduling system regarding interview dates for IV, K and SB1 visas. Opens the appointment slots for applicants in the GSS Atlas system and closes the unused appointment slots. Sends visa applicants their information packages and GSS scheduling instructions via email as appropriate. **15%**

- Assists the Administrator of the PLU in responding to NIV inquiries. Provides monthly reports to PLU Administrator regarding the position's workload. Performs as back-up for PLU Assistant on website administration and updates during the periods of leave. **10%**

- Performs other duties as assigned. **5%**

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

EDUCATION:

Completion of secondary school.

PRIOR WORK EXPERIENCE:

Two years of clerical work experience in western-style office environment is required work. Prior experience in public or customer service and drafting/editing correspondence is also required.

POST ENTRY TRAINING:

The incumbent will train on the job under the supervision of the Administrator of the PLU. Consular Correspondence Course is required. The incumbent will also utilize appropriate information from 9 FAM and relevant Department cables.

LANGUAGE PROFICIENCY:

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

JOB KNOWLEDGE:

Good working knowledge of drafting and word processing is required. A working knowledge of Embassy and a thorough knowledge of Consular structure and function is required. Thorough knowledge of Consular IV procedures is required. The incumbent will also utilize appropriate information from 9 FAM and relevant Department cables.

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 February 13, 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 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: DParker (by e-mail)