

# VACANCY ANNOUNCEMENT

## EMBASSY OF THE UNITED STATES OF AMERICA CARACAS

VACANCY ANNOUNCEMENT NUMBER: 16-025

**OPEN TO:** *All Interested Candidates / All Sources*

**POSITION:** *Visa Sub-Unit Supervisor*

**OPENING DATE:** *August 17, 2016*

**CLOSING DATE:** *August 31, 2016*

**WORK HOURS:** *Full-time, 40 hours/week*

**SALARY:** *Ordinarily Resident (OR): FSN-9  
Not-Ordinarily Resident (NOR): FP-5\*  
\*Final grade/step for NORs will be determined by Washington.*

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

**The U.S. Mission in Caracas, Venezuela is seeking eligible and qualified applicants for the position of *Visa Sub-Unit Supervisor*.**

### **BASIC FUNCTION OF POSITION**

Serves as one of three Team Leaders in the Non-Immigrant Visa (NIV) Unit, supervising up to 8 Locally Employed (LE) Staff Visa Assistants. Oversees the full range of daily visa processing activities, including receiving, screening, identifying and classifying applications; capturing fingerprints; printing visas, affixing visas to passports, performing quality control; returning visaed passports and related documents, providing nonimmigrant visa information to the public, and completing general visa-related administrative duties. Prepares Employee Performance Review statements for team members and provides training to subordinate staff, ensuring that they are updated on all changes in NIV policy, procedures, laws, and regulations. Operates within a relatively complex set of immigration visas laws, policies, and workload priorities determining and/or taking appropriate action from a range of usually, but not always, defined options. May act as backup NIV LE Staff Supervisor in the absence of that employee.

### **QUALIFICATIONS REQUIRED**

**Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified. "Applicants applying for Vacancy Announcement (VA) 16-025 will be considered for VA 16-025T. Therefore, applicants need only apply for one of these two VAs to be considered."**

**1. EDUCATION AND EXPERIENCE:** Bachelor's degree in Commerce, Science or Humanities is required. Minimum three (3) years of experience in the consular area, or area related to customer service and/or work applying regulatory material, and two (2) years previous supervisory experience is required. The consular and supervisory experience may have been concurrent.

**-OR-**

**Substitution of Experience for Education:** Successful completion of an associate's degree in Commerce, Science or Humanities is required. Minimum five (5) years of experience in the consular area, or area related to customer service and/or work applying regulatory material, and two (2) years previous supervisory experience is required. The consular and supervisory experience may have been concurrent. **(If substituting experience for education, please indicate this clearly in your application materials).**

**2. LANGUAGE:** Level IV (fluent) in both English and Spanish is required. **(This will be tested)**

**3. SKILLS AND ABILITIES:** Excellent interpersonal skills. Ability to provide excellent customer service in a stressful, high-pressure work environment. Able to work in a large unit as part of a 30-member team, and communicate with the public using diplomacy, tact, and sensitivity. Must have the ability to understand regulatory documents. The incumbent must have good judgment in referring inquiries to higher authority when necessary despite pressure from customers and also be able to solve the inquiries on own.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office.

**SELECTION PROCESS:** When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

**HIRING PREFERENCE ORDER:**

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

**ADDITIONAL SELECTION CRITERIA:**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.

3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a security clearance.

**HOW TO APPLY:** Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) ([Form DS-174](#)), which is available on our website or by contacting Human Resources. (See “For Further Information” above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

**IMPORTANT:** Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

**WHERE TO APPLY:**

**Human Resources Office:** HR Office, 3<sup>rd</sup> floor Embassy of the United States of America, calle F con calle Suapure, Colinas de Valle Arriba, Edif. Embajada de los Estados Unidos. Caracas 1080, Venezuela. The application must come in a sealed envelope properly identified with name, position, and date.

**E-mail Address:** [HRCaracas@state.gov](mailto:HRCaracas@state.gov)

**EQUAL EMPLOYMENT OPPORTUNITY:** The U.S. Mission 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.

**Appendix A - DEFINITIONS**

**Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**

- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.