

EMPLOYMENT OPPORTUNITY

ANNOUNCEMENT NUMBER: **HNALL 11/01B**

This announcement is for a trainee level. The position is also advertised at a full performance level. Please see the ANNOUNCEMENT NUMBER [HNALL 11/01A](#) for reference.

- OPEN TO:** All Interested Candidates
- POSITION:** American Citizen Services Assistant, FSN-7, FP-7*
- OPENING DATE:** January 19, 2011
- CLOSING DATE:** February 15, 2011
- WORK HOURS:** Full-time, 40 hours/week
- ANNUAL SALARY:** *Not-Ordinarily Resident (holding diplomatic passport): US\$ 39,994 (Starting salary)
(Position Grade: FP-7 will be confirmed by Washington)
*Ordinarily Resident: US\$ 8,300 (Starting salary)
(Position Grade: FSN-7)
- LENGTH OF HIRE:** Long term. Actual filling of the position is contingent upon the availability of funds.

The Embassy of the United States of America in Hanoi is seeking an individual for employment in Vietnam for American Citizen Services (ACS) Assistant position in its Consular Section.

BASIC FUNCTIONS OF THE POSITION

Incumbent of this position will serve the mixed operations of the ACS unit, including passport & citizenship, judicial, federal benefits, welfare and whereabouts, births and deaths, adoptions, marriages, etc. The incumbent will receive case assignments from a variety of walk-in, telephone, fax or other sources. The incumbent will also serve as a Case Worker or Case Manager, handling multiple cases that require the incumbent to analyze and research cases that often take considerable time to resolve, and then take actions to resolve issues independently or with a Consular Officer. Will serve as one of the Consular Section's primary points of contact in a crisis/emergency situation.

Please contact the Human Resources Office at 3850-5000 X5127 for further inquiries.

QUALIFICATION REQUIREMENTS

NOTE: All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each item.

(1) A Bachelor's degree in any area of Liberal Arts, Social or Natural Sciences is required. (2) Must have at least two years of prior administrative/government services/para-professional experiences which involve the application of complex regulatory materials. (3) Must have a basic understanding of the subject matter of all or most American Citizen Services functions and how they relate to the post Consular program and the Consular Section's client database. Must have a basic understanding of the host country policies and procedures relating to the assigned area of work (Example: Knowledge of host country policies on criminal proceedings; adoptions by foreigners, marriages to U.S Citizens and similar). (4) Must be able to handle sensitive cases independently (5) Must demonstrate proficiency in word processing, spreadsheets, databases and other computer application (i.e. Microsoft Office, Excel, PowerPoint, etc.) (this will be test). (6) Level 4 (Fluent) Speaking/Reading/Writing English is required (this will be tested). Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

You may download the application form at http://vietnam.usembassy.gov/job_opportunities.html#appforms. Paper copies are also available from the security guard main gate at the U.S. Embassy, 7 Lang Ha Street, Hanoi between the hours of 8:00 A.M. - 5:00 P.M., Monday through Friday.

ADDITIONAL SELECTION CRITERIA

Please see post eligibility & qualification requirements on the bulletin board in Human Resources Office or on the Embassy website.

SUBMIT APPLICATION TO
Human Resources Office
U.S. Embassy Hanoi
No. 7 Lang Ha, Dong Da, Hanoi
Tel. 84-4-3850-5000
FAX: 84-4-3850-5019

CLOSING DATE FOR THIS POSITION: FEBRUARY 15, 2011

(All applications must be received by the closing date to receive consideration. Only short listed applicants will be contacted for interviews. If you do not hear from us within 4 weeks from the closing date, your application was not successful.)