

## EMPLOYMENT OPPORTUNITY

ANNOUNCEMENT NUMBER: HNALL 13/11A

*This announcement is for a full performance level. The position is also advertised at a trainee level.*

*Please see the [ANNOUNCEMENT NUMBER HNALL 13/11B](#) for reference.*

**OPEN TO:** All Interested Candidates

**POSITION:** American Citizen Services Assistant, FSN-8

**OPENING DATE:** March 21, 2013

**CLOSING DATE:** April 4, 2013

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

**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 X5111 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) Education & Experience:

- A Bachelor's degree in any area of Liberal Arts, Social or Natural Sciences is required; and must have at least three years of prior administrative/government services/para-professional experience which involve the application of complex regulatory materials; **OR**
- No Bachelor degree and 7 years of prior administrative/government services/para-professional experience which involve the application of complex regulatory materials.

2) **Language:** Level 4 (Fluent) Speaking/Reading/Writing English is required (this will be tested). Level 4 (Fluent) Speaking/Reading/Writing Vietnamese is required.

3) **Computer Skills:** Must demonstrate proficiency in word processing, spreadsheets, databases and other computer application (i.e. Microsoft Office, Excel, PowerPoint, etc.) (this will be test). Please give some examples of working with computer software and understand that your abilities will be tested if your application makes it through the initial screening.

4) **Knowledge:** Must have an in-depth 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 good 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).

5) **Abilities and Skills:** Must be able to handle sensitive cases independently.

## **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## **ADDITIONAL SELECTION CRITERIA**

Please see post eligibility & qualification requirements on the bulletin board in Human Resources Office or on the Embassy website <http://vietnam.usembassy.gov>

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. 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.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold U.S. Mission Regional Security Office (RSO) and Health Unit clearances.

## **HOW TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff (DS-174). Candidates may also send a current résumé or curriculum vitae in addition to the Form DS-174, but in all cases, the DS-174 must be submitted in order for the candidate to receive consideration for this vacancy. The DS-174 form is available on the U.S. Embassy website <http://vietnam.usembassy.gov>; **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification

## **SUBMIT APPLICATION**

**Applications should be submitted through email to the address: [HanoiHR@state.gov](mailto:HanoiHR@state.gov)**

**Subject line must be: (HN VA 13/11A) or your application may not be considered**

**Or drop your application to the following address:**

Human Resources Office  
U.S. Embassy Hanoi  
No. 7 Lang Ha, Dong Da, Hanoi

You may download the application form at <http://photos.state.gov/libraries/vietnam/8621/pdf-forms/DS-174.pdf>.

**POINT OF CONTACT:**

Human Resources Office  
Telephone: 84-4-3850-5000 ext. 5111  
Fax: 84-4-3850-5019

**CLOSING DATE FOR THIS POSITION: APRIL 4, 2013**

(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 four (4) weeks from the closing date, your application was not successful.)

The U.S. Mission in Vietnam 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**



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

**1. Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

**2. U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

**3. Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- **Is** listed on the travel orders **or approved Form OF-126, Foreign Service Residence and Dependency Report**, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (**AIT**), and who is under chief of mission authority; and
- **Is** residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

**4. Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

**5. Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

**6. Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EfMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References