



RECRUITMENT
U.S. EMBASSY SANA'A

VACANCY ANNOUNCEMENT NUMBER: 02/13

OPEN TO: All Interested Candidates

POSITION: ACS Caseworker Supervisor, FSN-09

OPENING DATE: **March 2, 2013**

CLOSING DATE: **March 16, 2013**

WORK HOURS: Full Time (40 hours/week)

SALARY: **FSN-08 step 01 (Trainee Level)** US\$16,598 per year starting salary plus US\$6,000 in benefits and allowances.
After confirmation of successful completion of one year, incumbent will be promoted to FSN-09 Step 1 US\$ 19,944 per year plus \$7,000 in benefits and allowances.

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

The U.S. Embassy in Sana'a is seeking an individual for the position of ACS Caseworker Supervisor in the Consular Section.

BASIC FUNCTION OF POSITION:

As the highest level local supervisor in the American Citizen Services (ACS) Section, the incumbent oversees ACS operations, ranging from processing U.S. travel/citizenship documents to providing emergency services to U.S. citizens, in a fast-paced, work environment that requires extensive public contact. The incumbent supervises, trains, and evaluates the performance of five locally-employed ACS employees; directs ACS projects involving ACS and Embassy employees; serves as expert advisor to the Consular Chief, ACS Chief, ACS officers, and applicants on all ACS-related issues; supervises development of standard operating procedures (SOPs); ensures regulatory and procedural compliance of all passport, citizenship, notary and emergency services; directs emergency service activities and procedural screening, and identifies passport/citizenship fraud and potential threats to U.S. security; oversees drafting of official reports and correspondence, and drafting/dissemination of emergency/security information; conducts outreach such as town halls to U.S. citizen community in Yemen; and cultivates senior-level contacts in the Yemeni government.

Please email hrosanaa@state.gov for the complete position description.

QUALIFICATIONS REQUIRED:

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

A. Education:

Bachelor's degree or four years of university-level courses in the field of administration, business, law, social sciences, liberal arts, or related field is required.

B. Prior Work Experience:

Incumbent must have a minimum of two years of progressively responsible work involving the application of complex regulatory material, high-volume workload, and extensive public contact/customer service.

At least one year of prior experience must be in a consular-related field at an embassy, governmental office, or nongovernmental organization.

At least one year of prior experience must be in supervising and/or directing/guiding/coordinating activities undertaken by others (either subordinates or non-subordinates).

C. Language Proficiency:

Level IV (Fluent) in both written and spoken English and Arabic.

D. Job Knowledge:

Expert knowledge of issuance procedures for Yemeni civil documents used to support U.S. passport/citizenship claims, as well as knowledge of Yemeni laws, practices, and customs.

Authoritative knowledge of local and international airline travel regulations

E. Skills and Abilities:

Advanced managerial, organizational, problem-solving, and analytical skills;
Advanced interpersonal skills, including to successfully interacting with public and Yemeni government officials at all levels;
Advanced ability to use correct judgment and to work independently;
Standard ability to utilize standard office computer software.

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

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 US 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 the appropriate security clearance.

TO APPLY

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

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **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 requirements of the position as listed above.
6. Application must be received by the closing date specified on the announcement. Applications received after this date will not be considered.
7. Applications are **only** accepted in English.

SUBMIT APPLICATION TO

Human Resources Office
Dahr Himyar Street, Sa'awan, Sana'a Yemen

E-mail: hrosanaa@state.gov

CLOSING DATE FOR THIS POSITION: March 16, 2013

Embassy Sana'a maintains a drug-free workplace.

The US Mission in Sana'a 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.

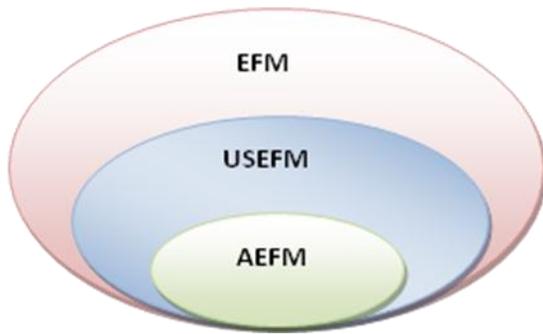
The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted: HR- Sistrola

Cleared: D/Consular Chief: Blsham

Approved: MO: Dwoodard

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.

4. **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.

5. **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