JOB VACANCY NOTICE

U.S. Interests Section
Havana, Cuba

July 01, 2013

JOB OPPORTUNITY **Ref. LCN 13/22**

OPEN TO:	All Interested Candidates
POSITION:	Non-Immigrant Visa Customer Service Representative, LCN-03
OPENING DATE:	July 01, 2013
CLOSING DATE:	July 15, 2013 (or until filled)
WORK HOURS:	Full-time; 39 hours/week
SALARY:	Actual salary will be based on the grade of the position.

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

The U.S. Interests Section (USINT) in Cuba is seeking Cuban citizens or individuals with the required work permit for employment in Cuba for the position of Non-Immigrant Visa Customer Service Representative at the Consular Section.

Note: Seven Positions Available.

BASIC FUNCTION OF POSITION

Responsible for customer service to visa applicants before, during and after interviews in a high-paced environment. The tasks include directing applicants in the physical process of entering USINT and continuing through the line to pay visa fees, be fingerprinted, and interview with a consular officer and then exit the building. Customer Service Representatives will serve outside of the USINT building both inside and outside the USINT compound. They will collect documents, assist in the waiting room with calling people for fingerprints and interviews, assist applicants in the fingerprinting process and answer routine questions from applicants before and after the interviews. Much of the work will be done outdoors, exposed to the elements.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office, extension 3154.

QUALIFICATIONS REQUIRED

1- Completion of secondary school (12th grade or host country equivalent) is required.

2- Two years of progressively responsible work experience in Administrative/Government services/para-professional required.

3- Level IV (Fluent) sp/read Spanish is required and Level I (Rudimentary) spoken English is required. (Test to be administered by the HR Office).

SELECTION CRITERIA

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

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency (employment eligibility) status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. 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.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for employment (DS-174).
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

USINT Human Resources Management Office

POINT OF CONTACT

Telephone: 839-41-00 Extension 3154

FAX: 839-42-14

E-mail: HavanaHR@state.gov

DEFINITIONS

1. *USEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:*

   a) U.S. citizen; and

   b) The spouse *or domestic partner (as defined in* 3 FAM *1610)* of the sponsoring employee, or a child of the sponsoring employee who is an unmarried *child* at least 18 years old; and

   c) 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; and who is under chief of mission authority, and either:

      (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or

      (b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under 3 FAM 3232.2. If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form SF-1190, *Foreign Allowances Application, Grant and Report,* processed authorizing ISMA.

2. Eligible family members *(EFM)*:

   a) Children who are unmarried and under 21 years of age or, regardless of age, are *unmarried and* incapable of self support. The term *"children"* shall include natural offspring, step-children, adopted children, and those under *permanent* legal guardianship *(at least until age 18), or comparable permanent custody arrangement,* of the employee or spouse when dependent upon and normally residing with the guardian *or custodial party*; … and

   b) Spouse *or same-sex domestic partner as defined in* 3 FAM *1610.*

3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.

4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personal having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: July 15, 2013

The United States Interests Section in Havana, Cuba 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.