



VISA CLERK

The U.S. Consulate in Sydney is seeking eligible and qualified applicants for the position of Visa Clerk within the Consular section.

Salary: A\$61,440 p.a. + superannuation benefits

All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.

Incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. Completion of secondary school (Year 12) is required.
2. Two years experience in an administrative field or the public sector, including experience working with the public is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Computer skills including word processing and an ability to type 25 wpm is required. This may be tested.

For instructions on how to apply, please refer to the *Jobs with the U.S. Mission in Australia* section on our website: <https://au.usembassy.gov/embassy-consulates/jobs/>

Forward letter, response to the selection criteria, and resume to the Human Resources Office, via email to: sydrecruitment@state.gov
by November 3, 2016

Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted.*

Duties and Responsibilities Statement

POSITION TITLE: VISA CLERK

**POSITION GRADE LE- 06
(STARTING SALARY A\$61,440)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

Responds to a wide range of visa inquiries from public and provides assistance with the initial review and processing of visa applications.

Major Duties and Responsibilities

- Using several electronic and manual information systems, responds promptly and courteously to inquiries received by telephone, mail, email, and fax about visa qualifications, the application process, and a wide range of other nonimmigrant and immigrant visa matters. Recognizes and refers difficult or misdirected queries to appropriate staff members. Moves information, including printed materials and correspondence, quickly and efficiently through the section. Assists Information Unit supervisor in updating and maintaining information materials, including Mission website and public information sheets.
- Reviews visa applications for completeness and accuracy. Makes preliminary assessment of the qualifications of each applicant, recognizing applicants who are specifically barred by the Immigration and Nationality Act, who require special clearances, who do not need a visa, who must pay a fee for a visa or who have not established entitlement to visa status or to a particular category of visa. Flags any aspects of a case requiring special attention by the adjudicating officer. Returns passports with issued visas by the appropriate means.
- Enters relevant data of each visa applicant into various consular systems for name checking. Checks data before printing and ensures that the application has been adjudicated by a Consular Officer. Enters new information at the request of a Consular Officer.
- Operates visa printing equipment, issuing visas as designated on application form following proper adjudication and approval by a consular officer. Includes annotations to visas when authorized.
- Other duties as assigned by the Consular Officer or appropriate supervisor.

SELECTION CRITERIA

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Completion of secondary school (Year 12) is required.
2. Two years experience in an administrative field or the public sector, including experience working with the public is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Computer skills including word processing and the ability to type 25 wpm is required. This may be tested.

FOR FURTHER INFORMATION

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Marjolein Gerber at 9373 9112.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the selection criteria above in the 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, conflict 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 Sensitive But Unclassified security clearance.
5. Candidates who are EFMs, USEFMs, AEFM, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position at the time of the announcement closing.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the position. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above):
- ✓ A current resume or curriculum vitae and;
- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,
- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;
- ✓ **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).
- ✓ Any U.S. Veteran who applies **must** also indicate whether they wish to invoke their preference.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT WITH ONE YEAR WORK APPROVAL TO BE ELIGIBLE FOR CONSIDERATION.

WHERE TO APPLY TO

Human Resources Office
(POC: Marjolein Gerber
Email: sydreruitment@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.