UNITED STATES EMBASSY OTTAWA, CANADA
P.O. BOX 866, STATION B, OTTAWA, ON, K1P 5T1, CANADA - PHONE: (613) 688-5483 FAX: (613) 688-3055

Location: TORONTO, CANADA

VISA CLERK (BIOMETRICS)

VACANCY NUMBER: 16-43

Monday, May 02, 2016
This Vacancy is **Open**

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) - All Agencies

POSITION: Visa Clerk (Biometrics) **Grade:** FP-8

OPENING DATE: Monday, May 02, 2016

CLOSING DATE: Monday, May 16, 2016

WORK HOURS: Full time; 40 hours per week

SALARY: Not-Ordinarily Resident FP-8/1, 36,837 USD p.a.*
*Final grade/step for NORs will be determined by Washington.

LENGTH OF HIRE: N/A

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (SEE APPENDIX A FOR DEFINITION) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCE PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate in TORONTO is seeking a U.S. Citizen Eligible Family Member (USEFM) for employment in CANADA for the position of Visa Clerk (Biometrics) in the Consular Office.

BASIC FUNCTION OF POSITION

Visa Clerk (Biometrics) identifies collects and processes biometric identifiers of Non- Immigrant Visa (NIV) applicants. Assists other NIV Locally Employed (LE) staff, as a team member with some guidance as needed, from start to finish by receiving, screening, organizing and tracking applications, documents and information from a variety of sources (public counters, DHS, other consular posts, mail, phone calls, emails) according to U.S. visa law and Toronto-specific Standard Operating Procedures (SOPs). Keeps current on, and applies changes in, law and SOPs to daily workflow and suggests improvements. Handles controlled identifying biometric and visa information, and materials. Troubleshoots equipment and processing problems. Provides general information about routine applications, laws and SOPs to staff and customers. Performs other duties as assigned.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Education: Completion of secondary school.

2. Experience: Minimum of one year of customer service, administrative, government or paraprofessional experience that requires the application of regulatory material in decision making.

3. Language: Level IV (Fluent) reading/writing/speaking English.

4. Knowledge: Must have general computer and software knowledge to include use of standard keyboard, MS software and general office equipment knowledge; as well as general familiarity or ability to learn 9FAM/22CFR; INA and related laws; Toronto and Consular Team Canada specific SOPs; application and refusal forms; DOS, DHS, Ottawa and Toronto consular websites.

5. Skills and Abilities: Must have the ability to multitask high volumes of repetitive work with accuracy while meeting an exceptionally high production target. Must be proficient in keyboarding, operating a personal computer, laser printer, digital camera, fingerprint and data scanners, and various databases.

6. Interpersonal Skills: Must be able to function efficiently in a high pressure, multicultural environment, both as a team member and independently, and be able to respond politely and calmly when providing customer service to the general public.

SELECTION PROCESS

HIRING PREFERENCE SELECTION PROCESS: When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

(1) AEFM / USEFM who is a preference-eligible U.S. Veteran*
(2) AEFM / USEFM
(3) FS on LWOP**

* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflicts 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 Secret security clearance.

TO APPLY

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website at https://ca.usembassy.gov/jobs/ or by contacting Human Resources. (See "For Further Information" above); and

2. A cover letter addressing each of the six required qualifications detailed in the job announcement by identifying them and addressing how the applicant meets each of the qualifications.

3. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.).

4. Proof of eligibility to work in Canada (e.g., copy of passport, birth certificate, permanent residency card, etc.).

SUBMIT APPLICATION TO: Management Office/HR
U.S. Consulate
360 University Ave.
Toronto Ontario M5G 1S4

E-Mail Address: TrtHR@state.gov
Please reference Job Announcement number.

POINT OF CONTACT: Management Office/HR
Phone:(416) 595-1700

DEFINITIONS

Appendix (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is 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; 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 for employment purposes 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 for employment purposes 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): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

(1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
(2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
(3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

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.

CLOSING DATE FOR THIS POSITION: MONDAY, MAY 16, 2016

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.

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