

## U.S. Mission Vietnam – U.S. Consulate General in Ho Chi Minh City

### VACANCY ANNOUNCEMENT NUMBER: HCM 16/40B

The position will be available in April 2017.

*This announcement is for a trainee level. The position is also advertised at a full performance level.  
Please see the ANNOUNCEMENT NUMBER HCMALL 16/40A for reference.  
Applicants applying for HCM 16/40B will be considered for HCM 16/40A.  
Therefore applicants need only apply for one of these two vacancy announcements to be considered.*

**OPEN TO:** All Interested Candidates / All Sources  
**POSITION:** Information Unit Visa Assistant  
**OPENING DATE:** September 12, 2016  
**CLOSING DATE:** September 26, 2016  
**WORK HOURS:** Full-time, 40 hours/week  
**ANNUAL SALARY:** **Ordinarily Resident (OR):** FSN-7; US\$9,628.00 (Starting salary)  
**Not-Ordinarily Resident (NOR):** FP-7\*; US\$41,206.00 (Starting Salary)  
\*Final grade/step for NORs will be determined by Washington.

### **ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Mission in Vietnam – U.S. Consulate General in Ho Chi Minh City is seeking eligible and qualified applicants for the position of Information Unit Visa Assistant.

NOTE: Due to the high volume of applications received, we will only contact applicants who are qualified and will be invited for further testing and/or interview. Thank you for your understanding.

### **BASIC FUNCTIONS OF THE POSITION**

Incumbent of this position will serve as Information Assistant in the Consular Section at the U.S. Consulate General in Ho Chi Minh City. While administratively a part of the Immigrant Visa Unit, in fact the incumbents are responsible for providing information on all aspects of consular work; managing all communication between the Consular Section and visa applicants, U.S. citizens, legal representatives, Members of Congress, the State Department, other U.S. Government agencies and the public; maintaining a comprehensive understanding of the complex details of the Immigration and Nationality Act (INA) and evolving visa and American Citizen Services procedures and policies and all consular standard operating procedures. The incumbent will exercise quality control and high service standards over all aspects of communication between the Consular Section and the public.

### **QUALIFICATIONS REQUIRED**

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 is required.
- 2. EXPERIENCE:** Must have at least one year of progressively responsible experience in work involving the application of relatively complex regulatory material along with extensive public contact.
- 3. LANGUAGE:** Level 3 (Good working knowledge) Speaking/Reading/Writing of English is required. (This will be tested). Level 4 (Fluent) Speaking/Reading/Writing of Vietnamese is required.
- 4. SKILLS AND ABILITIES:** Must have ability to 1) deal with the public with patience and tact; 2) work under pressure; 3) translate/interpret professionally English to Vietnamese and vice versa; 4) apply good judgment in evaluating evidence and to apply relatively complex regulations; 5) multitask efficiently with a high degree of accuracy in a very demanding work environment.. Must have excellent organizational, communications, and interpersonal skills.

5. **JOB KNOWLEDGE:** Must have knowledge of general office management practices.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained on our website at <https://vn.usembassy.gov/embassy-consulates/jobs/job-opportunities-in-ho-chi-minh-city/>.

### **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 the local security certification.
5. Candidates who are EFM, USEFM, AEFM, or MOH must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

**HOW 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. The Consulate does not accept applications via online recruitment websites without DS-174 form.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website <https://vn.usembassy.gov/embassy-consulates/jobs/job-opportunities-in-ho-chi-minh-city/>
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

### **WHERE TO APPLY:**

Management Office

E-mail Address: [HoChiMinhCityHR@state.gov](mailto:HoChiMinhCityHR@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 (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.