**U.S. Consulate General, Guayaquil**  
**Vacancy Announcement**

<table>
<thead>
<tr>
<th><strong>Number:</strong></th>
<th>2018-HR-01A</th>
<th><strong>To:</strong></th>
<th>ALL EMPLOYEES / ALL AGENCIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date:</strong></td>
<td>March 6, 2018</td>
<td><strong>From:</strong></td>
<td>Donald Coleman/ Management Officer</td>
</tr>
<tr>
<td><strong>Subject:</strong></td>
<td>American Citizen Services (ACS) Passport and Citizenship Assistant</td>
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</table>

**OPEN TO:** All Interested Candidates  
**POSITION:** ACS Passport and Citizenship Assistant  
**OPENING DATE:** March 07, 2018  
**CLOSING DATE:** March 21, 2018  
**WORK HOURS:** Full-time 40 hours/week  
**SALARY:**  
**Ordinarily Resident:**  
FSN-7: US$23,795 per annum  
**Not-Ordinarily Resident:**  
FP-7* US$43,031 per annum  
* Final grade/step for NORs will be determined by Washington

**Note 1:** All ordinarily resident (OR) applicants (See Appendix A for definition) must have the required work and/or residency permits to be eligible for consideration.

**Note 2:** All positions advertised are subject to availability of funds.

**Note 3:** U.S. Citizens including U.S. Veterans who are not AEFMs (see definitions section) if hired will be paid under the Local Compensation Plan.

**IMPORTANT REMARKS:**

1. Human Resources will only contact those applicants who demonstrate on their application form that they meet or exceed all the position requirements (education, experience, language, knowledge and skills). Regret letters will only be sent to shortlisted candidates and AEFMs.

2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.
The U.S. Consulate General in Guayaquil is seeking eligible and qualified applicants for the position of ACS Passport and Citizenship Assistant in the Consular Section.

BASIC FUNCTION OF POSITION

Incumbent is one of two Passport and Citizenship Services Assistants. Responsible for a variety of complex tasks in providing the full range of passport and citizenship services. Addresses difficult and unusual problems arising from citizenship adjudication. Provides information on Ecuadorian immigration, customs, legal procedures and practices. Serves as backup Special Consular Services (SCS) Assistant in that employee’s absence and when SCS caseload calls for support.

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. If you submitted previous applications, you will still need to provide documentation for this position.

A. Education: Two years of post-secondary education degree in Legal Sciences, Social Sciences, Political Sciences, Business Administration or International Relations is required (copy proof of education with application for consideration).

B. Prior Work Experience: Two years of increasingly responsible work which involves the application of complex regulatory material or legal interpretation and continuous contact with the public / customer service.

C. Language Proficiency: Level IV fluent English and Level IV fluent Spanish are required (This will be tested).

D. Job Knowledge: Must be familiar with U.S. citizenship and nationality regulations and Microsoft Office programs.

E. Skills and Abilities: Must be available on weekends and after hours in order to assist U.S. citizens

FOR FURTHER INFORMATION

The complete position description listing all of the duties and responsibilities are included below and/or by contacting the Human Resources Office gyqrecruitment@state.gov

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 will consider the following when determining successful candidacy: nepotism/conflict of interest, budget, and residency status.
2. All applicants must be residing in Ecuador at the time of application per post policy. The only exceptions are U.S. Citizens EFMs who have been given orders and a date to arrive at post. A copy of the orders must be included in the application package.
3. 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.
4. Currently employed NORs hired under a Family Member Appointment (FMA) or 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.
5. The successful applicant should be available to enter on duty within 30 days of being notified that s/he has been selected and cleared for employment.
6. All, including preference candidates, must meet all the requirements of the position at the time of the application to be considered, that includes test results.
7. Employment eligibility criteria for this position were established by the hiring supervisor.
8. Tests to assess a candidate’s skill may be given to applicants for any position. Test results will become a part of the candidate’s application package. If the applicant is not available for a test during the established timeframe or if the applicant does not pass the test, then the applicant will not be interviewed.
9. The Consulate General will review work references or ask applicant for support documentation of any of the information submitted on applications.
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:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources at GuayaquilHRForms@state.gov; and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, work and/or residency permits etc.)

WHERE TO APPLY
Per email
e-mail: gyqrecruitment@state.gov

EQUAL EMPLOYMENT OPPORTUNITY

The US Mission in Ecuador 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.
1. **Eligible Family Member (EFM):** An EFM for employment purposes is defined as 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.

2. **U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets all 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**
   - Is under chief of mission authority.
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.

3. **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.

4. **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.

5. **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.

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **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.

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).
Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<table>
<thead>
<tr>
<th>1. Post</th>
<th>2. Agency</th>
<th>3a. Position Number</th>
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<tbody>
<tr>
<td>AMCONGEN GUAYAQUIL</td>
<td>DOS</td>
<td>311802 A30057</td>
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</tbody>
</table>

3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the “Yes” block.

- Yes  No

4. Reason for Submission

- a. Redescription of duties: this position replaces

  (Position Number) ____________ , (Title) ____________ (Series) ____________ (Grade) ____________

- b. New Position

- c. Other (explain)

<table>
<thead>
<tr>
<th>5. Classification Action</th>
<th>Position Title and Series Code</th>
<th>Grade</th>
<th>Initials</th>
<th>Date (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Post Classification Authority WHA/EX/FRC</td>
<td>Passport and Citizenship Assistant, 1410</td>
<td>FSN-7</td>
<td></td>
<td>08/13/2017</td>
</tr>
<tr>
<td>b. Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>c. Proposed by Initiating Office</td>
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<tr>
<th>6. Post Title Position (If different from official title)</th>
<th>7. Name of Employee</th>
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<td></td>
<td>GIOCONDA VILLA</td>
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<tr>
<th>8. Office / Section</th>
<th>9. This is a complete and accurate description of the duties and responsibilities of my position</th>
</tr>
</thead>
<tbody>
<tr>
<td>US CONSULATE GENERAL</td>
<td>Printed Name of Employee</td>
</tr>
<tr>
<td>b. Second Subdivision</td>
<td></td>
</tr>
<tr>
<td>AMERICAN CITIZENSHIP ASSISTANT</td>
<td></td>
</tr>
<tr>
<td>c. Third Subdivision</td>
<td></td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>10. This is a complete and accurate description of the duties and responsibilities of this position</th>
<th>11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Name of Supervisor</td>
<td>Printed Name of Chief or Agency Head</td>
</tr>
<tr>
<td>Signature of Supervisor</td>
<td>Signature of Section Chief or Agency Head</td>
</tr>
<tr>
<td>Date (mm-dd-yyyy)</td>
<td>Date (mm-dd-yyyy)</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed Name of Admin or Human Resources Officer</td>
<td>Printed Name of Admin or Human Resources Officer</td>
</tr>
<tr>
<td>Signature of Admin or Human Resources Officer</td>
<td>Signature of Admin or Human Resources Officer</td>
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<tr>
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13. BASIC FUNCTION OF POSITION

Incumbent is one of two Passport and Citizenship Services Assistants. Responsible for a variety of complex tasks in providing the full range of passport and citizenship services. Addresses difficult and unusual problems arising from citizenship adjudication. Provides information on Ecuadorian immigration, customs, legal procedures and practices. Serves as backup Special Consular Services (SCS) Assistant in that employee’s absence and when SCS caseload calls for support.
14. MAJOR DUTIES AND RESPONSIBILITIES

Passport/Citizenship Services and Judicial/Notarial Services (80 percent)

Passport/Citizenship Services
Assists individuals seeking passport and citizenship services by providing guidance in the application process and communicating passport/nationality requirements and regulations to U.S. citizens. Assembles the supplemental documentation required to substantiate applicants’ eligibility for citizenship. Processes the full range of citizenship cases for submission to the Consular Officer for local adjudication, or to the Department in cases where an advisory opinion is required. Drafts advisory opinion requests to the Department in complicated cases. Assists the ACS officer by providing copies of relevant regulations in unusual or sensitive cases, with an emphasis on the grave implications of loss of nationality cases. Uses experience and knowledge to flag possible fraudulent cases. Scrutinizes all potential sources of fraud to guard against submission of fraudulent documentation, late registration of births, or identity switching. Makes recommendations to ACS Officer as to which cases should be referred to the Fraud Prevention Unit.

Enters applicants’ data into the ACS+ and the CCD systems for passport and Consular Report of Birth Abroad (CRBA) cases. Selects appropriate passport endorsement text from an extensive variety of legal and regulatory codes. Prepares emergency passports on special printing equipment and performs consular namechecks in ACS+ and the CCD systems. Selects and prepares explanatory letters to accompany completed emergency passports to enable applicants to obtain mandatory replacement Overseas Photo-digitized Passports (OPDPs). Prepares Information Request Letters in passport and CRBA cases in which the applicant is required to submit additional materials or proof of eligibility. Prepares letters for officer’s signatures informing passport applicants of ineligibility for passport services, or CRBA applicants of ineligibility to transmit citizenship. Electronically transmits passport cases to the Western Passport Center (WPC). Runs the daily transmission report in order to confirm that all cases have been accepted by WPC. Performs quality assurance on OPDPs, CRBAs and emergency passports.

Processes passport amendments in passport books after applicants have cleared the automated namecheck system. Receives passports and Consular Reports of Birth Abroad (CRBA) from courier and maintains alphabetical file of passports ready for pick up and delivers them to the owner or the local courier service. Enters stolen passport data received in person, telephonically, or by email to avert abuse of stolen passports. Reviews and transmits Mission employees’ applications for official and diplomatic passports. Prepares destruction memos and packets for the return and disposal of passports and CRBAs in accordance with Department guidelines. Performs ad-hoc citizenship verification checks.

Judicial/Notarial Services (10 percent)
Accepts and prepares documents for notarial and judicial assistance services provided by the Mission. Advises ACS officer as to questionable requests for service and local conditions that may affect the taking of depositions and other judicial services.

Provides information to the ACS Unit Chief on Ecuadorian Immigration, customs, legal procedures, and practices. Trains new LE Staff and Consular Officers on post-specific passport processing procedures; Ecuadorian immigration law; characteristics of and procedures for obtaining Ecuadorian travel and civil documents; relevant Ecuadorian family law (marriages, adoptions, legitimation, etc.); and pertinent customs and cultural norms, especially relating to family relationships, naming conventions, and education.

Assists U.S. citizens with local laws and practices relating to dual citizenship, residency requirements, IRS matters, voting, U.S. customs, marriage and divorce, child custody, and Selective Service registration requirements.

Special Consular Services (10 percent)
When the section’s workload requires, provides the full range of Overseas Citizen Services to U.S. citizens in the Consular District, including the Galapagos Islands. Coordinates efforts to locate missing Americans; assists U.S. citizens who are arrested, robbed or otherwise destitute; manages repatriation and financial assistance cases; obtains documentation and prepares Reports of Death Abroad; and assists in protecting the property of deceased U.S. citizens.

Note: “This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.”

15. REQUIRED QUALIFICATIONS

EDUCATION: Two years of post-secondary education degree in Legal Sciences, Social Sciences, Political Sciences, Business Administration or International Relations is required.

PRIOR WORK EXPERIENCE: Two years of increasingly responsible work which involves the application of complex regulatory material or legal interpretation and continuous contact with the public / customer service.
POST ENTRY TRAINING: Completion of the following FSI correspondence courses PC 102 Immigration Law & Visa Operations, PC103 Nationality Law/Consular Procedures, PC 104 Overseas Citizen Services, PC 120 Consular Task Force Basics, PS 800 Cyber Security Awareness Training, PC 441 Passport Data Security Awareness, PA 459 Protecting PII

LANGUAGE PROFICIENCY: Level IV fluent English and Level IV fluent Spanish are required.

KNOWLEDGE: Must have extensive knowledge of Ecuadorian culture and social mores, and family relationships. Needs firm understanding of Ecuadorian legal environment and government structure. Knowledge of host-country laws relating to marriage, common-law marriages, divorce, estate and inheritance, adoption, legitimating, social insurance and banking provisions is required. In addition, must be experienced working with U.S. regulations and statutes, such as the Immigration and Nationality Act. Must be familiar with U.S. citizenship and nationality regulations and Microsoft Office programs. Also requires familiarity with internal controls and fraud-prevention investigative processes and procedures.

SKILLS AND ABILITIES: A high degree of initiative and creativity is required to solve difficult situations involving U.S. citizens. Superior interpersonal skills for dealing with U.S. citizens on a professional level are essential. Must have excellent bilingual skills, including writing, and knowledge of MS Office applications. Must be able to work in the office and the field under stressful and sometimes hazardous conditions, such as disaster areas, death and/or crime scenes. Employee must deal with irate, mentally disturbed, and distressed U.S. citizens and be able to work in high-pressure environment. Must be available on weekends and after hours in order to assist U.S. citizens.

16. POSITION ELEMENTS

SUPERVISION RECEIVED: Works under general supervision of the ACS Supervisor, American Citizen Services Officer, and Chief of Consular Section. Assignments are given with minimal instruction and completed work is spot checked to ensure compliance with regulations and procedures.


EXERCISE OF JUDGMENT: Due to extremely sensitive citizenship claims and related services, and in dealing with local authorities on reconciling U.S. and Ecuadorian citizenship issues, careful judgment is required.

AUTHORITY TO MAKE COMMITMENTS: None.

NATURE, LEVEL, AND PURPOSE OF CONTACTS: Maintains an extensive range of contacts in the host government agencies dealing with immigration and citizenship issues. Works with schools, U.S. companies and other U.S. agencies having significant presence to ensure documentation and registration duties are carried out. Maintains upper and working level contacts throughout government and private sector in order to keep abreast of changes in the Ecuadorian legal code that affect American citizens and learn about American citizens in distress. Incumbent also uses contacts to arrange emergency evacuations, hospitalizations, allow entry/departure of Americans without required papers. Maintains contacts in the Office of Overseas Citizens Services at the Department.

SUPERVISION EXERCISED: None.

TIME REQUIRED TO PERFORM FULL RANGE OF DUTIES AFTER ENTRY IN TO THE POSITION: One year.