



ANNOUNCEMENT NUMBER: 07 – 38

OPEN TO:
(See definitions on last page)

- 1. Appointment Eligible Family Members (AEFMs) – All Agencies**
- 2. Current U.S. Citizen and Foreign National Employees – All Agencies**
(Ordinarily Resident and Not Ordinarily Resident)
- 3. U.S. Citizens and Foreign Nationals**
(Ordinarily Resident and Not Ordinarily Resident)

POSITION: **VISA CLERK (GREETER)**
American Consulate General, Naples
FSN-4: FP-AA *

OPENING DATE: **September 14, 2007**

CLOSING DATE: **Original closing date of September 28, 2007 extended to October 12, 2007**

WORK HOURS: **Full-time; 40 hours/week**

SALARY: ***Not Ordinarily Resident: \$22,902 gross p.a. (Starting salary)**
(Position Grade: FP-AA to be confirmed by Washington)

***Ordinarily Resident: Euro 24,671 gross p.a. (Starting salary)**
(Position Grade: FSN-4)

NOTE: With the exception of Appointment Eligible Family Members, all other categories must have the required work and residency permits (if Ordinarily Resident) or work permits (if Not Ordinarily Resident) before being able to apply for local positions in Italy.

The **Consular Section** at the American Consulate General in Naples is seeking candidates for a position of **Visa Clerk (Greeter)**, available immediately.

BASIC FUNCTIONS AND MAJOR DUTIES OF THE POSITION

Within the NIV (Non-Immigrant Visa) Unit, the selected candidate for this position provides services as Greeter in order to ensure that NIV applicants move through the visa application process in a smooth and timely manner. Duties include but are not limited to the following:

- Assists the local guard force in managing the daily list of NIV appointments scheduled through the Call Center and supports the access of NIV clients to the Consular Section. Also assists ACS (American Citizen Services) and FBU (Federal Benefit Unit) clients and makes sure all are directed to the appropriate waiting room.
- Answers NIV applicant questions and provides prompt information about the NIV application process. Reviews applicants' forms and other required documents to make sure they have been properly filled out, also ensuring that all applicants have the correct form, acceptable photos, a valid passport and proof of payment of the Machine Readable Visa (MRV) fee.
- Ensures that finger scanning equipment at each visa interview windows is clean and that required supplies are available to applicants.

- Assists with general administrative functions in the NIV Unit and is prepared and ready to report unusual or complicated situations occurring in the waiting room.

QUALIFICATIONS REQUIRED

NOTE: All applicants are instructed to address the selection criteria detailed below with specific and comprehensive information supporting each criterion.

Education:	Completion of secondary school or equivalent.
Prior work Experience:	Two years of clerical experience or other work involving extensive public contact in customer-oriented environment.
Language:	English requirement: Level III (good working knowledge) both spoken and written. Italian requirement: Level III (good working knowledge) both spoken and written.
Knowledge:	Good understanding of basic visa and passport-related regulations and procedures. Knowledge of Italian regulations about immigration law and residence/work permit requirements.
Abilities and Skills:	Tact, judgment and courtesy when dealing with colleagues and the public. Adaptability to heavy workload demands, good interpersonal skills, ability to perform under pressure, and within a team. Good drafting skills in English and Italian. Ability to use standard suite of Microsoft Office products.

SELECTION PROCESS

It is essential that all candidates address the required qualifications above in the application. When equally qualified, candidates will be given preference in the following order: Appointment Eligible Family Members, U.S. veterans claiming preference, and all others.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and visa status in determining successful candidacy.
2. Applicants must be eligible for employment under host government laws and regulations.
3. Current employees serving a probationary period are not eligible to apply.
4. Appointment Eligible Family Members (AEFMs) who currently hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.
5. 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.
6. Management may decide to hire at a trainee level a selected candidate who meets the requirements as advertised.

TO APPLY

All interested candidates must submit the following application package. **Unless otherwise specified, the application language is English.**

- A cover letter indicating the job title/number and highlighting the particular qualifications for the position as advertised.
- A current detailed resume which provides the following additional information as appropriate:
 - For all - Indication of nationality (also dual nationalities) and address of residence.
 - For all non-Italian citizens - Evidence of authorization to work in Italy (**a copy of the *permesso di soggiorno* must be attached**).
 - For U.S. citizens - Social Security Number
- U.S. Veterans **claiming preference must clearly indicate this in their cover letter and must provide a copy of Form DD-214** (Certificate of Release or Discharge from Active Duty) with their application.
- **Please note that supporting documents showing evidence of the information given in the application may be requested at a later stage.**

Application packages that are inadequate or incomplete will not be considered.

N.B. Current employees who have completed their probationary period should apply in writing with a memorandum cleared by their American supervisors.

MAIL APPLICATION TO

American Consulate General
Management Office
Piazza della Repubblica
80122 Naples - FAX: (081) 761-1869

Please note that the Mission does not accept applications by hand, by e-mail or courier service.

Applications can be sent either via fax or regular/priority mail.

We are sorry but we cannot acknowledge receipt of faxes.

No applications will be accepted after the deadline.

Closing date for this position is: Extended to October 12, 2007

An Equal Opportunity Employer

The US Missions in Italy provide 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.

Only applications received in the Office of Human Resources by the closing date of this job notice will be considered and only shortlisted candidates will be contacted. To all applicants we extend our appreciation for considering the U.S. Government in Italy as a potential employer.	<i>Solo le domande ricevute nell'Ufficio Risorse Umane entro la chiusura di questo bando verranno considerate e solo i partecipanti inseriti nella rosa dei candidati più qualificati verranno contattati. A tutti esprimiamo il nostro apprezzamento per l'interesse mostrato in un impiego presso il Governo degli Stati Uniti in Italia.</i>
---	---

DEFINITIONS

Appointment Eligible Family Member (AEFM): A type of Eligible Family Member 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:

- US citizen;
- Spouse or dependent who is at least age 18;
- Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
- Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
- Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.

Eligible Family Member (EFM): Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

Member of Household (MOH): 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.

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.

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 personnel having diplomatic privileges and immunities.