U.S. Mission Ciudad Juarez

Announcement Number: CDJ-2018-012

Position Title: Passport and Citizenship Assistant

Opening Period: June 19, 2018 – July 03, 2018

Series/Grade: LE – FSN 7

Salary: (MXN) 242,395.06 - (MXN) 242,395.06
For USEFM – FS-07. Actual FS salary determined by Washington D.C.

For More Info:
Human Resources Office
E-mail Address: cdjhr@state.gov

Who May Apply: All Interested Applicants / All Sources

Security Clearance Required: Local Security Certification

Duration Appointment: Indefinite subject to successful completion of probationary period.

Marketing Statement: We encourage you to read and understand the Eight (8) Qualities of Overseas Employees before you apply. https://careers.state.gov/downloads/files/eight-qualities-of-overseas-employees

Summary: The U.S. Mission in Mexico is seeking eligible and qualified applicants for the position of Passport and Citizenship Assistant at the U.S. Consulate General in Ciudad Juarez.

The work schedule for this position is Full Time (40 hours per week).

Start date: Candidate must be able to begin working within a reasonable period of receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Supervisory Position: No
Duties: Incumbent performs a variety of moderate to difficult work pertaining to a broad range of passport and citizenship duties. Processes applications for citizenship claims, birth registrations, and passports. Provides information on passport and citizenship matters to U. S. citizens and their family members. Excellent customer service and interpersonal skills are critical and are used throughout every workday. The position requires the incumbent to switch tasks frequently and efficiently and to have a broad knowledge of U. S. citizenship law and policy along with comprehensive visa knowledge.

For further information: The complete position description listing all of the duties and responsibilities may be obtained on our website at:


Qualifications and Evaluations:

EDUCATION: Completion of at least two (2) years of College education is required.

EXPERIENCE: At least three years of progressively responsible experience in work involving the application of complex regulatory material along with extensive public contact experience.

LANGUAGE: Level 4 (Fluent) Speaking/Reading/Writing of English and Spanish are required (This may be tested).

SKILLS AND ABILITIES: Must be able to type at least 40 WPM.

All applicants under consideration will be required to pass medical and security certifications.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): 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.

Benefits: The U.S. Mission in Ciudad Juarez offers a competitive compensation package to our Locally Employed Staff:

- Medical and life insurance
- Paid U.S. and Mexican holidays (20 per year approx.)
- 12 days of vacation per year
- Christmas bonus
- Paid sick leave
- Affiliation to IMSS, AFORE and INFONAVIT

For EFMs, benefits should be discussed with the Human Resources Office.

Other information:

HIRING PREFERENCE SELECTION PROCESS: 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 and CS with reemployment rights **

* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 (“Certificate of Release or Discharge from Active Duty”), equivalent documentation, or certification. A “certification” is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

** This level of preference applies to all Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc.) and for additional employment considerations, please visit the following link: https://careers.state.gov/downloads/files/definitions-for-va

ADDITIONAL SELECTION CRITERIA:

1. The Mission may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

2. Current employees of the Mission who have not successfully completed their initial probationary periods are not eligible to apply. All Locally Employed (LE) Staff who have less than one year working in a position are not eligible to apply. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory or MBC score of 100 points or less, on their most recent Employee Performance Report (EPR) are not eligible to apply.

3. Current employees of the Mission 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. This does not apply for employees on a PSA (Temp), or those are hired on a When Actually Employed (WAE) or intermittent work schedule.

4. Candidates who are EFMs, USEFMs, AEFMs, 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.

HOW TO APPLY: To be considered, applicants must submit the following documents:
1. Employment Application for Locally Employed Staff or Family Member (Form DS-174) is available on our website:


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

3. Applicants whose first language is not Spanish must contact the Human Resources Office by e-mail at cdjhr@state.gov to schedule a Spanish test.

4. For applicants whose first language is not English: If the applicant possesses a valid English test score (TOEIC or TOEFL), he/she may submit a copy with the application packet. A valid test score is one obtained within the last two years. If no valid English language score is available, applicants who meet all other requirements for the position will be contacted for language testing at the U.S. Consulate General. Language testing conducted at the U.S. Consulate General is only used for positions herein and scores cannot be used by applicants for other employment.

5. Applicants who have a university degree from a school where the primary language of instruction is English do not need to take the English test. Applicants must provide the Human Resources Office with a copy of their university degree.

Failure to provide the above information will result in an incomplete and invalid application.

WHERE TO APPLY: Apply to the:

Human Resources Office by e-mail: cdjhr@state.gov. Refer to the position number and title in the subject line of your e-mail (i.e., A32-104 Passport & Citizenship Assistant). Hard copies are not accepted.

Required Documents: Please provide the required documentation listed below with your application:

- DS-174
- Latest Education Diploma
- Language Certification
- Work Permit (Only for non-Mexican Citizens)
- Typing Test results

What to Expect Next: Applicants who are invited to take a language or skills test, or who are selected for an interview will be contacted via email or telephone. Thank you for your application and your interest in working at the U.S. Consulate in Ciudad Juarez.