

The U.S. Embassy uses an Electronic Recruitment Application (ERA) to recruit for all positions. Here are a few tips to help you complete the application successfully.

1) Is the job right for you?

Please make sure you meet the experience, education, and language requirements before applying for a position. Some jobs that state Current Employees / USEFM's/EFM's/MOH's are limited to people already associated with the Embassy; do not waste your time applying for these positions.

The qualifications are listed here:

Vacancy Details



The screenshot shows a navigation bar with five buttons: 'APPLY TO THIS VACANCY' (highlighted in blue), 'VIEW ELIGIBILITY QUESTIONS', 'VIEW EDUCATION AND EXPERIENCE' (indicated by a red arrow), 'VIEW VACANCY QUESTIONS', and 'EMAIL TO A FRIEND'. Below this is a 'PRINT VACANCY' button. At the bottom, there are five tabs: 'Overview', 'Duties', 'Qualifications & Evaluations' (selected), 'Benefits & Other Info', and 'How to Apply'.

Qualifications and Evaluations

Requirements: EXPERIENCE: Minimum three years of progressively responsible experience in human resources or administrative field is required.

Education Requirements: College (2 years) or Post-Secondary School is required

Evaluations: LANGUAGE: English (Good working knowledge) Reading/Writing/Speaking is required.

SKILLS AND ABILITIES: Good working knowledge of Microsoft Office (Word, Excel, Power Point, Outlook, and Internet). Skills in using tools such as Overseas Personnel System (OPS) and Electronic Recruitment Application (ERA). Must have excellent customer service and communication skills to manage in-person and telephone contacts. Must be organized, diligent and able to work under pressure. Good interpersonal relationships are required.

You must demonstrate in the application that you meet these requirements.

2) Education

You must list the dates and institutions attended, starting with the highest qualification first and working backwards. Click on "Add Additional Education" to add another school, college, or university.

Education

Enter all that apply. You may be asked to provide a copy of your diploma or certification at the interview phase, or if asked by HR.

Yes No 1

I. Education

Education Level:

School Name:

Attended From: Month: Year:

Attended To: Month: Year: Current

Location:

Degree / Diploma / Certification:

Major Subject:

Did you Graduate? Yes No

[+ ADD ADDITIONAL EDUCATION \(MAX 10\)](#)

3) Experience

This is the most important part of the application. You should list every job held in the last 10 years, starting with your current or most recent job, even if it is not relevant to your application for this position.

When you complete the information about one job, you will be able to add more. Keep in mind the experience required on the vacancy announcement. Complete all the details, missing or incomplete information can affect your application.

Use the “Main Duties and Responsibilities” section to explain how your work in this job meets the experience requirement of the position.

Work Experience

* Do you have any work experience you would like to include?

1. Work Experience

* Job Title

* Job Type

* Employed From

* Employed To

* Employer Name

* Employer Address

* Employer Phone Number

Salary

Salary Currency

Salary Frequency

* Hours Per Week

Supervisor Name

* Supervisory Responsibilities?

* Main Duties & Responsibilities

* Reason for Leaving

4) Language

You must give your level for every language listed on the vacancy announcement. Most of our positions require English, Albanian and Serbian. If you speak Albanian and do not list it here, you could be disqualified.

5) Documentation

You must upload the required documentation with your application. Place each document or group of documents in a separate file and name the file with your name and the type of document, e.g., "REXHEPI University Diploma". You must provide proof of your education. If the document is missing, that educational qualification will not count.

Read the document requirements carefully. If the position involves driving, you will need to upload your driver's license.

6) Common errors

These are the most frequent reasons applications are disqualified:

- Missing documents
- Not listing skill level in each required language
- Not giving enough information about your duties in your previous employment
- Not demonstrating enough years of experience in the type of work required
- Answering questions incorrectly. Read each question carefully and review your answers before submitting your application. Do not assume that the more boxes you tick, the more likely you are to get selected.

Frequently Asked Questions:

- **After I submit the application will I receive an email confirmation?**

The answer is No. After you hit "submit application" you will see a notification on the same page stating that your application was submitted.

- **I forgot my password and my account got locked. What can I do?**

Follow the steps on page 20 of the "Applicant User Guide" located on the U.S. Embassy Pristina website. You may need to create a different ERA account, using a new email address.

- **What is an EFM?**

In the Vacancy Announcement, you will see references to U.S. EFMs (Eligible Family Members) ONLY. Eligible family members refer to spouses and other close relatives of our U.S. diplomats assigned to the U.S. Embassy in Kosovo.

- **Can I send my application directly to the U.S. Embassy Human Resources Department?**

Applications must be completed and submitted online through the Electronic Recruitment Application (ERA) webpage powered by Monster.com. Paper or e-mailed applications or supplemental documentation cannot be accepted.

- **How will I know if I have been shortlisted for a position?**

Only applicants that are selected for a language test and or an interview are contacted. Then only the applicant that has been offered a conditional offer is contacted.

- **How long does the hiring process take?**

After a conditional offer is accepted a Public Trust background investigation is initiated, which can take up to two months. When a successful background clearance is achieved, a pre-employment medical examination appointment will be made for the candidate.

- **Where do I get a work and residency permit?**

As a Kosovo citizen you do not need a work or residency permit to live and work in Kosovo.

- **Where do I send my cover letter, resume and letters of recommendation?**

Only the relevant information should be copied from your resume and used in the online application through ERA. Proof of your educational qualification should be uploaded. Two other relevant documents of your choice may also be attached. If selected, references will be checked before a conditional offer is extended.

- **I am currently a student with an expected graduation date of a few months. Would I still be eligible to apply for a position given that I haven't graduated yet?**

Educational eligibility is based on your current status.

- **One of the questions listed is whether I am legally able to work in Kosovo. I would need to apply for a work permit, should I answer "Yes" or "No"?**

The question is asking for your current work/citizen status.

- **I am a person with a disability, am I allowed to apply?**

The U.S. Mission in Kosovo provides equal employment opportunity and fair and equitable treatment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. Reasonable accommodation is made for qualified applicants with a disability.

- **Please breakdown the annual salary to a monthly level, what would this exactly mean (net salary, benefits, insurance, etc.)?**

Taxes are around 10%; Social contribution 5%; the health insurance deduction is based on the number of family members, and the plan you chose to enroll in. Annual salary is divided into 26 (pay periods). Minus the amounts mentioned above.

- **I have applied but I have not yet received the certificate from the Kosovo government as proof that I do not have a criminal record.**

The security clearance is part of the hiring process **after** a candidate has been selected, i.e., it is not part of the initial online application through ERA. The security clearance is also initiated by U.S. Embassy Pristina and not something we ask a candidate to do for themselves.

- **None of my previous employers have active telephone numbers anymore. How should I proceed?**

Try whatever the system will accept e.g., N/A (not applicable), leave it empty or if that doesn't work, put any symbol. We will accept an email address as well.