



U. S. MISSION

Vacancy Announcement

Riyadh – Jeddah - Dhahran

14-49

VACANCY ANNOUNCEMENT - JEDDAH

04/07/2014

OPEN TO	ALL INTERESTED CANDIDATES
POSITION	TELEPHONE OPERATOR, FSN-04 POSITION NUMBER 100059
OPENING DATE	MONDAY, APRIL 07, 2014
CLOSING DATE	MONDAY, APRIL 21, 2014
WORK HOURS	FULL-TIME; 44 HOURS/WEEK
SALARY	<p>*ORDINARILY RESIDENT: POSITION GRADE: FSN-04, SR. 47,422 (ANNUAL BASIC SALARY EXCLUDING ELIGIBLE ALLOWANCES)</p> <p>*NOT ORDINARILY RESIDENT (NOR): POSITION GRADE: FP-AA US\$ 24,763 --SUBJECT TO CHANGE BASED ON THE HIRING MECHANISM --GRADE DETERMINATION WILL BE APPROVED BY WASHINGTON --U. S. FEDERAL AND STATE TAXES WILL BE DEDUCTED FROM THE SALARY</p>

NOTE

- **EFM's: INTERESTED APPLICANTS MUST BE WITHIN 60 DAYS OF SCHEDULED ARRIVAL AT POST FROM THE CLOSING DATE OF THIS VACANCY ANNOUNCEMENT TO RECEIVE CONSIDERATION BECAUSE OF THE URGENT REQUIREMENT TO FILL THIS POSITION.**
- **EFM's MUST HAVE AT LEAST ONE YEAR REMAINING ON THEIR SPONSORING EMPLOYEE'S TOUR OF DUTY FROM THE EFM'S HIRING DATE.**
- **ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED TRANSFERABLE WORK PERMIT IN ORDER TO BE ELIGIBLE FOR CONSIDERATION.**

BASIC FUNCTION OF THE POSITION

The Telephone Operator places, receives and transfer telephone calls, using the telephone switchboard console. Incumbent is responsible for greeting callers professionally and routing calls quickly and accurately to the correct office/person. The incumbent provides information, assistance, and direction to Consulate visitors. The Telephone Operator updates the Consulate Emergency Notification System database adding/deleting staff names.

REQUIRED QUALIFICATIONS

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item:

1. **Education**: Minimum High School Graduate required.
2. **Experience**: Two years of general office experience or experience as a telephone operator or receptionist is required.
3. **Language Requirements**: Level III (Good Working Knowledge – read, write, speak) English and Arabic. Language skills will be tested.
4. **Knowledge/Other Criteria**: Good knowledge of Mission wide sections and Post operations. Good knowledge of host country laws, practices and culture in relation to direction of incoming/outgoing phone calls.
5. **Other Skills**: Must be able to operate the telephone switchboard console, and work under pressure on incoming phone calls. Patience, tact and courtesy are mandatory attributes as the incumbent deal with hundred callers daily, some of whom can be impatient and abusive.

SELECTION PROCESS

When equally qualified, U.S. citizen Eligible Family Members (USEFMs) and U.S. veterans will be given preference. Therefore, it is essential that the candidates address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Currently employed U.S. citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.
3. EFMs must have at least one year remaining on their sponsoring employee's tour of duty from the EFM's hiring date.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of that appointment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. Current LE Staff employees of the Mission applying for vacant position announcements must have served a minimum of twelve (12) months in their current position in order to be considered for any vacant position.
6. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

TO APPLY

Interested applicants for this position **must** submit the following or the applications will not be considered:

1. Application for U.S. Federal Employment DS-174;
2. A current resume or curriculum vitae;
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. A clear copy of valid Saudi identity/iqama card and work permit.
5. Any other documentation (e.g. copy of essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

SUBMIT APPLICATION AND ALL DOCUMENTS AS A SINGLE PDF ATTACHMENT

TO: HRORiyadh@state.gov

DEFINITIONS*

1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. citizen; and
- EFM (see above) at least 18 years old; and
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and

- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

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

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFM's 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).

The U.S. Mission in Saudi Arabia 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.