

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post <p style="text-align: center;">Abidjan</p>	2. Agency <p style="text-align: center;">State</p>	3a. Position Number
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3b. Subject to Identical Positions? 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) Hiring purpose

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Receptionist, FSN -0125	FSN-3		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Receptionist / Back up Switchboard Operator</p>	7. Name of Employee <p style="text-align: center;">Vacant</p>
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8. Office/Section <p style="text-align: center;">American Embassy Abidjan, Cote d'Ivoire</p>	a. First Subdivision <p style="text-align: center;">IMO</p>
b. Second Subdivision <p style="text-align: center;">IPC</p>	c. Third Subdivision <p style="text-align: center;">IDC</p>

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
_____ Typed Name and Signature of Employee Date (mm-dd-yyyy)	_____ Typed Name and Signature of Supervisor Date (mm-dd-yyyy)

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.	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.
_____ Typed Name and Signature of Section Chief or Agency Head Date (mm-dd-yyyy)	_____ Typed Name and Signature of Admin or Human Resources Date (mm-dd-yyyy)

13. Basic Function Of Position
 Serves as Receptionist. Receives visitors, determines nature of their business, and directs them to appropriate offices. Maintains a log of all incoming visitors conducting business in the areas of the lobby of the Embassy. Assists in the handling and management of incoming calls and directs them to the appropriate offices. Assists the Information Resources Management Section with other administrative duties when required.

14. Major Duties and Responsibilities 100 % of Time
1. Conducts preliminary screening of all visitors. Reviews visitors for proper identification and direct them to the proper offices.
 2. Assist non-English speaking visitors with the in-processing of proper identification at the Marines booth.
 3. Coordinates and contact the receiving party when visitors have arrived.
 4. Notify offices when non-previously expected visitors arrive and coordinate for new appointments, if necessary.

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(See Addendum 1)

15. Qualifications Required For Effective Performance

- a. Education
Completion of secondary school education or equivalent is required.
- b. Prior Work Experience
Minimum 6 months general office/secretarial/admin work experience is required.
- c. Post Entry Training
None.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).
French Level 4 (Fluency) Speaking/Reading/Writing and English Level 3 (Good working Knowledge) Speaking/Reading/Writing is required.
- e. Job Knowledge
Must be aware of receptionist duties during a fire, and of actions in the event of terrorist attack or when confronted by an aggressive and/or unstable person. Must be familiar with Mission elements, their location and personnel in order to assist visitors in finding appropriate locations.
- f. Skills and Abilities
Must be able to operate a telephone. Demonstrated ability to deal with the public in a tactful and firm manner.

16. Position Element

- a. Supervision Received
Information Management Officer or his/her designee. Instructions governing one-time events are normally given verbally. Establishment of or changes to policy or procedures is normally given in writing. Principal supervision includes monitoring performance and random informal basis and making on-the-spot corrections as needed.
- b. Supervision Exercised
None.
- c. Available Guidelines
- d. Exercise of Judgment
The incumbent must ascertain the nature of a visitor's business and match the visitor with the section which can be of assistance. Once the determination is made regarding the section to be visited, it is necessary to tactfully conduct the visitor through the remainder of the screening process.
- e. Authority to Make Commitments
None.
- f. Nature, Level, and Purpose of Contacts
None.
- g. Time Expected to Reach Full Performance Level
3 months.

Addendum 1

5. Serves as Back-up Switchboard Operator.

5. Assists answering incoming calls.

6. Provides information to callers/visitors about the mission concerning the opening and closing hours of the Embassy.