



## MAINTENANCE COORDINATOR

The U.S. Embassy in Canberra is seeking an individual for the position of Maintenance Coordinator in the General Services Office.

Salary: A\$57,421 p.a.

Hours: Full time 40hours/week or Part time 25hrs/week

**All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.**

1. Completion of secondary school (Year 10) is required.
2. Three years full-time experience within the past 10 years working in a trade, administrative or licensed real estate agency is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Demonstrated ability to use tact and sound judgment in dealing with the public and real estate agents/property owners is required.
5. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.
6. Proficiency in the use of the Microsoft Office suite is required.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: [usaembrhro@state.gov](mailto:usaembrhro@state.gov) by **MARCH 23, 2012**

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

**Note:** *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

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**POSITION TITLE: MAINTENANCE COORDINATOR**

**POSITION GRADE LE-6  
(STARTING SALARY A\$57,421)**

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**DUTIES AND RESPONSIBILITIES**

**Basic Function of the Position**

Reporting to the Senior Realty Manager, incumbent is responsible for the ongoing maintenance of all USG Short-Term Leased (STL) properties. The incumbent is primarily responsible for the following functions:

- Serves as GSO's first point of contact for maintenance issues for Embassy personnel assigned to STL housing. Works with landlords and property managers to address maintenance requirements.
- Will provide administrative support to the Senior Realty Manager in the preparation of post reports, housing profiles, and other administrative requirements relating to the Mission Housing Program.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Prue Fuller at (02) 6214 5778.

**Major Duties and Responsibilities**

**A. STL MAINTENANCE CLERK (80%)**

Serves as Embassy's first point of contact for STL maintenance issues and assists Embassy personnel in STL housing. Resolve residential maintenance requirements. Will be required to schedule and served as an escort for routine inspections. May be on occasion required to serve as an escort for trades people or property agents/landlords.

Establishes and manages record keeping of all work orders related to STL residences.

Within established deadlines and service standards, responds to work orders that directly relate to STL residences by providing a personal or electronic response to the American occupant(s).

Coordinates with landlords and property managers to address STL maintenance requirements expeditiously. Assists Embassy residents to schedule appointments with trade's persons, as appropriate.

Monitors completion of service to assure acceptable standards of work. May personally inspect the quality of work provided by outside contractors or in-house labor to assure quality of service.

When required, all submit work orders, procurement requests and make use of the BPA & petty cash payment systems.

Will compile and record operational performance metrics, measure customer service satisfaction, track compliance with ICASS Leasing service standards, and assist supervisor in implementing and maintaining Collaborative Management Initiatives and Post Housing Policies; report results to Senior Realty Manager and S/GSO. Specific responsibilities include:

- a) Issue Housing Questionnaires to incoming and track timely receipt,
- b) Issue Housing Exit Surveys to departing employees and track timely receipt,
- c) Issue Housing Entrance Surveys from newly arrived employees and track timely receipt, &
- d) Track receipt of Housing Condition Reports and follow up with employees as required.

Realty Team Member backstops both the Senior Realty Manager and, along with the Senior Realty Manger, backstops the Make-Ready Coordinator.

#### **B. ADMINISTRATIVE SUPPORT (20%)**

Establishes and manages record keeping of all data files related to all USG and STL residences. Can be expected to manage archiving of realty records and associated documentation to including filing, scanning, photocopying, shredding, and other similar activities.

Will be asked to respond to public leasing inquiries to include researching and drafting appropriate electronic and telephonic replies.

Keeps the Senior Realty Assistant informed of all housing issues that may be important in terms of customer service and work order processing.

Provide administrative support to the IAHB, which includes taking minutes for distribution to members and filing.

Assists with all other administrative requirements relating to the Mission Housing Program

As required, will provide support with other GSO-related duties to include warehouse, transportation and shipping, facilities management, procurement and contracting operations.

#### **Selection Criteria**

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

1. Completion of secondary school (Year 10) is required.

2. Three years full-time experience within the past 10 years working in a trade, administrative or licensed real estate agency is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Demonstrated ability to use tact and sound judgment in dealing with the public and real estate agents/property owners is required.
5. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.
6. Proficiency in the use of the Microsoft Office suite is required.

## **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically 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. Current employees serving a probationary period are not eligible to apply.
3. 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.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
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. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

## **TO APPLY**

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

All applicants must address the selection criteria with specific and comprehensive information supporting each item.

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

## **SUBMIT APPLICATION TO**

Regional Human Resources Office  
American Embassy  
Moonah Place  
YARRALUMLA ACT 2600

or via email to: [usaembrhro@state.gov](mailto:usaembrhro@state.gov)

### **THE DEADLINE FOR APPLICATIONS IS MARCH 23, 2012**

The U.S. Mission in Australia 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.

US Mission Australia maintains a drug free work environment.

## APPENDIX

**If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.**

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References