



VISITS COORDINATOR

The U.S. Consulate in Sydney is seeking an individual for the position of Visits Coordinator in the Management Section.

Salary: A\$83,550 p.a. + superannuation benefits

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

1. A university degree in Business, Marketing/Communications, Liberal Arts or Social Sciences and five years progressively response experience involving independent negotiation, external liaison, research, and project management is required **OR** Higher School Certificate/High School diploma and eight years progressively response experience involving independent negotiation, external liaison, research, and project management is required.
2. One year of supervisory responsibility is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. An extensive knowledge of travel-related logistics coordination, including Australian customs and quarantine procedures, familiarity of airport inter-workings and local cultural events and facilities is required.
5. Advanced problem solving and highly developed communication skills for negotiation and liaison, with the ability to exercise tact and discretion in dealing with matters of a sensitive nature.
6. Excellent time management and the ability to produce results while under various degrees of pressure is required.

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

Forward letter, response to the selection criteria and resume to the Human Resources Office, U.S. Consulate General Sydney, MLC Centre, 59th Floor, 19 – 29 Martin Place SYDNEY NSW 2000 by **July 16, 2013**.

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.

POSITION TITLE: VISITS COORDINATOR

**POSITION GRADE LE-9
(STARTING SALARY A\$83,550)**

DUTIES AND RESPONSIBILITIES

(A) VISIT COORDINATION

The incumbent is the primary logistical coordinator for VIP visits in NSW and QLD. The position requires the performance of a wide range of duties, with minimal supervision, and the exercise of good judgment and critical thinking in liaising with U.S. and Australian counterparts. The incumbent needs to maintain a wide range of official and commercial contacts at the working-level, including but not limited to representatives of: Sydney Airport Corporation Limited (SACL), Australian Customs, Australian Quarantine (AQIS), the Department of Foreign Affairs and Trade (DFAT) and Sydney's many five-star and four-star accommodations.

The skill set outlined above would be put to use chiefly in supporting Executive Branch employees above the Assistant Secretary-level, Congressional delegations (CODELs), and regional conferences and workshops. Limited support – making hotel reservations and providing travel information – would also be afforded to lesser-ranking U.S. government (USG) officials on an *ad hoc* basis. It is expected that the Visits Coordinator would be the primary contact on the ground for the majority of a delegation's needs. Inasmuch, when a VIP visit is taking place, the Coordinator needs to be available at unusual hours: occasionally very early in the morning at the airport; at other times late in the evening at the hotel, etc. The Coordinator should also have a valid NSW driver's license and be in sufficiently good health to pass a USG driver physical.

At Sydney airport, the Coordinator needs to have a good knowledge of passenger screening, Victor-1 services and baggage handling as well as familiarity with Australian Federal Police (AFP) and NSW police security protocols. The Coordinator would be expected to obtain a SACL pass in order to fulfill these duties. On hotels, the Visits Coordinator needs to understand room rates, conference packages, billing, invoicing, deposits and F&B, and serves as the main point of contact in negotiating contracts for visiting delegations and booking hotel reservations. On transportation, the Coordinator would be responsible for arranging airport transfers and meeting the transportation needs for delegations under 25 people. On other aspects of visit support, together with the Management Officer or General Services Officer, the Coordinator would hold organizational meetings; work with the Management staff on assigning tasks as

appropriate; draft logistics schedules for in-house dissemination and for staffing any offices (known as “control rooms”) that are set up in hotels.

In liaising with a delegation before its arrival in country, the Coordinator should exercise judgment in providing venue recommendations and defining the delegation’s preferences and requirements. The Coordinator is responsible for updating the “control room” information binder and Welcome Kits, and for reviewing and resolving any discrepancies with associated invoices.

From an administrative standpoint, the incumbent would also handle the following routine visits-related tasks:

- maintain an online record of travelers to the Sydney consular district,
- serve as the point of contact for e-Country Clearance for the Management Section,
- work with the Financial Management Center (FMC) to process travel requests for U.S. direct hire and locally engaged staff (LES) members, and
- Liaise with HRG on problems with flight itineraries or hotel allocations.

(B) HUMAN RESOURCES: POST TIME & ATTENDANCE COORDINATOR

The incumbent oversees all of the Consulate’s timekeeper activities, serves as Timekeeper for Post’s other Timekeepers, and serves as the Master Timekeeper – collecting and collating attendance data and formulating final T&A report for submission to FSC Bangkok and FSC Charleston. Incumbent verifies accuracy of earnings statements, and advises Bangkok and Charleston of adjustments/corrections as necessary.

(C) HUMAN RESOURCES: GENERAL

The incumbent is expected to collaborate closely with the HR Coordinator as a secondary service provider – and serving as primary back up – for the following HR functions:

Local Employee Program

The incumbent is expected to provide first-line advice to supervisors and employees in relation to local labor laws as they pertain to the areas below and consult with RHRO on any regulatory issues that are especially complex:

- Employee Orientation;
- Training;
- Leave, Superannuation, Taxation, Grievances, Reduction-in-Force Plan, Mission Awards, Jury Duty, Alternative Work Arrangements, Comp Time.
- Separation of Employees - Upon receipt of an employee’s resignation/retirement notice, ensures the necessary paperwork (including the check-out package) is completed and processed in a timely manner.

LES Recruitment Campaigns

The incumbent is responsible for recruiting all LES for all sections and agencies at the Consulate, including for example U.S. Commercial Services, the Public Affairs Section, Transportation Security Administration, U.S. Secret Service, etc. Based on information

received from employing section or agency, the incumbent reviews the position description, prepares the vacancy announcement (VA) text and then distributes throughout the U.S. Mission and local community by placing the VA with appropriate media outlets – newspapers, newsletters, targeted circulars, online, etc.

The incumbent receives and reviews application forms; designs interview questions and applicable tests in consultation with line management (e.g. typing tests, writing and work samples, etc.); checks references, develops proposed rank order of applicants for review by supervisor; and, when necessary, coordinates with the Post Employment Committee (PEC) on the hiring of a preference candidate. The incumbent provides technical guidance on selection procedures and – once a candidate is selected – drafts interview report as required and prepares offer package. The incumbent prepares a letter of authorization for medical examination and ensures the completed medical report is received from the physician.

The incumbent is responsible for the new-hire orientation program and advises new LES of regulations concerning their employment and benefits as indicated below and ensures all employment forms are completed by employees in a timely manner.

Performance Management

Position Descriptions – For all serviced agencies (State, USCS, TSA, FPD, USSS, IRS) the incumbent assists Consulate employees and their supervisors, as requested, in the editing and updating of position descriptions. Final copies processed and reviewed for transfer to RHRO.

LES Work Plans & Evaluations – Ensures supervisors complete the evaluations and work plans in a timely manner, reviews completed forms for consistency, completeness, and compliance with regulations. Processes Within Grade Increases and Promotions.

Discipline and Conduct – advises supervisors and staff on policy and process. Works with supervisors when disciplinary action is required to be taken.

Files – Maintains all personnel files for Consulate Sydney and undertakes a large volume of document transfer with RHRO. Distributes to the Consulate community any relevant telegrams and information.

Official Residence Employees (ORE)

The incumbent is responsible for assistance with ORE recruitment and hiring in coordination with the Consul General in Sydney. Ensures ORE receive approved salary increases. Ensures workers compensation cover is maintained. Prepares all contracts and paperwork relating to ORE staff visas and documents required by DFAT.

American Program

The incumbent is responsible for the timely completion of all required (US and Australian) arrival/departure processes such as:

- determination of Welcome Pack contents and their dispatch to officers;
- drafting of all cables regarding arrivals, status of quarters, home leave and departures;
- Notifies the Department of Foreign Affairs and Trade (DFAT) via Diplomatic Note of staff movements, facilitate issuing of consular cards, tour extensions, births, marriages, private domestic

The incumbent serves as the local contact point on various Department of State (DOS) drives and programs such as Thrift Savings Plan (TSP) and the Federal Employees Health Benefits (FEHB), including the processing of queries, resources, and completed forms. Provides advice and assistance across a broad range of benefit programs, including annual/sick/ home leave balances, savings/allotments, insurance, retirement, direct deposits, and education.

Family Member Employment

Provides information on family member employment opportunities within the Consulate. Briefs eligible family members on the three different mechanisms of employment (Family Member Appointment Program, Personal Services Agreements, and When Actually Employed (WAE) Program).

Seeks approval from Management and DFAT for family members requesting to work on the local economy. Notifies DFAT by Diplomatic note when a dependent finds outside employment. Advises family members of terms and conditions associated with employment on the local economy such as tax requirements, superannuation, etc.

Responsible for the full-range of duties to the recruitment of Department of State U.S. Appointment Eligible Family Member (AEFM) designated positions in accordance with DOS Recruitment Policy. Works closely with a U.S. citizen eligible family member (AEFM) in accordance with the HR/OE recruitment policy.

Medical and OH&S Services

The incumbent administers post's Medical Program, researches local counseling, dental and specialist medical services as requested by supervisors, edits and prepares the Medical Handbook in coordination with RMO. The incumbent also manages all LES pre-employment and home-leave and departure medical check-up requirements for USDH staff and advises American Officer's and families on a range of medical entitlements, health-related problems, hospitalization procedures and medical clearances. The incumbent is also responsible for sending cables requesting fiscal data to cover medical procedures, examinations and medical evacuation (medevac) cases. The incumbent also establishes and maintains post's First Aid program, including provision of training, updating of intranet site, supplies coordination, and response documentation.

(D) REPORTS

- Hotel/M&IE Allowance Report; and

- Hotel Tariff listings (NSW & QLD).

(E) OTHER DUTIES

The Visits Coordinator reports directly to the Management Officer. Back up responsibility for the Driver Support Program and supervision of two chauffeurs, secondary back up responsibility for HR and Protocol Assistants. The incumbent could be asked to perform other duties as required.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

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

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

Human Resources Office
U.S. Consulate General Sydney
MLC Centre
59th Floor, 19 – 29 Martin Place
SYDNEY NSW 2000

OR

Email: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS JULY 16, 2013

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). A copy of valid work visa/permit is required. *(If yes, Mission HR may require verification of eligibility. Please attach copies of all documentation that confirms your legal eligibility to work in this country (e.g., work permit, residency permit). If you are not sure if you need to submit proof of eligibility, contact the Mission's HR office).*
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, 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