



Peace Corps Job Vacancy Announcement

POSITION TITLE: Executive Assistant/Receptionist

Opening Date: June 04, 2016

Closing Date: June 20, 2016

RESPONSIBILITIES:

As Assistant to the Peace Corps Country Director (CD) provide executive-level, secretarial, administrative, programmatic, medical and operations support functions in English and Albanian. Expedites preparation of confidential documentation, and performs a variety of services for Peace Corps Albania including leading, coordinating communication with external stakeholders to increase visibility of the work of Peace Corps, supporting Volunteers visa renewal if necessary, preparation of communications, reports, input of information into various databases and duties as assigned. Additionally incumbent is frequently required to assist Volunteers in a wide range of issues. The Executive Assistant/Receptionist is responsible for planning and carrying out general office duties with minimal supervision, guidance and oversight, exercises control over the Director's appointments, ensuring to confirm beforehand CD time availability. The Executive Assistant/Receptionist Screens all calls and visitors, answering most questions involving established policy or routine matters. The Executive Assistant contributes to trainee and Volunteer safety and security by participating in Post safety and security procedures. Executive assistant is also responsible for translations from English to Albanian and from Albanian to English as required, both orally and in writing.

REQUIREMENTS:

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

1. **EDUCATION:** Bachelor's Degree is required.
2. **EXPERIENCE:** A minimum of 1 (one) year of relevant experience in an international environment is required.
3. **LANGUAGE:** Level 4 (fluent) written and spoken English, and level 4 (fluent) written and spoken Albanian is required.
4. **ABILITY:** Must be proficient in MS Windows, Outlook, Word and Excel; strong interpersonal skills, and ability to work in high volume productivity environment.

SALARY:

The Peace Corps is an equal opportunity employer and it is the policy of the Peace Corps to provide equal opportunity in employment to all persons, to prohibit discrimination because of race, color, religion, sex, national origin, age, disability, or veteran status. It is the policy of Peace Corps Albania to pay wages similar to those paid by other local employers for similar work. Salaries are paid in Albanian lekë. The hiring grade and the exact amount of salary will depend on the qualifications of the employee. Temporary employees are not eligible for paid leave, holidays or medical benefits.

TO APPLY FOR THIS JOB:

Application packages should include a current resume or CV, an essay/cover letter written in English, that portrays why you would make a good fit for the Executive Assistant position at Peace Corps and three references, certificates, or other documents that can demonstrate your skills and abilities. Application packages can be submitted from Monday through Friday from 9:00 A.M. to 5:00 P.M. at the Peace Corps office at Rr. Besnik Sykja, Nr. 2, by mailing them to Peace Corps Albania, PO Box 8180, Tirana, Albania or via email to information@al.peacecorps.gov during the vacancy period. Only applications received on or before COB, June 20, 2016 will be considered. Please address packets to the Director of Management and Operations. Only qualified candidates will be contacted. For more information on the vacancy please visit: http://tirana.usembassy.gov/job_opportunities

STATEMENT OF WORK

Executive Assistant/Receptionist

As Assistant to the Peace Corps Country Director (CD) provide executive-level, secretarial, administrative, programmatic, medical and operations support functions in English and Albanian.

Expedites preparation of confidential documentation and performs a variety of services for Peace Corps Albania including Volunteers visa renewal if necessary, preparation of communications, reports, input of information into various databases and duties as assigned.

Additionally incumbent is frequently required to assist Volunteers in a wide range of issues.

MAJOR DUTIES AND RESPONSIBILITIES:

Front Office Duties

30%

- Responsible for planning and carrying out general office duties with minimal supervision, guidance and oversight. Plans own activities in accordance with established deadlines.
- Exercises control over the Director's appointments, ensuring to confirm beforehand CD time availability. Screens all calls and visitors, answering most questions involving established policy or routine matters without referring people to the Director, looks for solutions if necessary, or transfers them to the appropriate staff member. Incumbent will also manage process on back end to include all follow up, i.e. thank you notes, additional appointments, working with staff on appropriate actions, etc.
- Facilitates cross team action and follow up and follow through in support of the CD.
- Arranges meetings for the Director, such as exit interviews for PCVs, Senior and All Staff meetings, notifies participants, and updates Country Director's calendar, ensuring that changes are entered immediately and adding any important information on a routine basis.
- Receives all correspondence for the signature of CD and makes sure that all procedures are followed. Ensures to review each document before submitting them for signature.
- For official visits of CD to PCVs, incumbent must prepare a package with the following documents: Agenda, work reports and Site locator forms provided by PMs. Incumbent is also responsible to makes hotel reservations, flights reservations, requests PC vehicle with GSM, coordinates hotel-airport transfers, fill out forms to request tickets for travel agency; prepares travel voucher and makes sure that travel authorization has been updated for the period of travel. Incumbent will also create follow up plan and lead action as needed to include thank you notes, VIDA notes, response needed from other staff, sharing photos and stories to appropriate social media points of contact, etc.
- Manages CD Communication plan and maintains files of all Country Director's correspondence including inter-agency agreements, Host Country Agreements and personal records of US direct hired employees.
- Advises CD on issues of local protocol procedures.
- Incumbent receives packages and correspondence from Embassy DPO and Pouch and distributes at PC office to the appropriate person. When sending packages makes sure that forms must be fill out and signed by CD, DPT and DMO. Sends official documents to PCHQ correspondence by DPO mail.
- Incumbent is responsible to maintain updated the Embassy staff directory and file electronically all correspondence that comes from the Embassy and HQ electronically.
- Manages the office switchboard and receives guests to the Post at the front entrance.

Volunteer Support

10%

- Receives e-mails and telephone calls from Volunteers for various issues and directs e-mails and calls to the appropriate staff member if necessary or finds the appropriate information and responds directly to the Volunteer.
- Coordinates all aspects of general operations, making certain that all communication channels with Volunteers and Peace Corps Tirana are open and available.
- Primary lead on the Service Handbook, Housing Handbook, Staff Handbook, etc. ensuring it is reviewed annually and kept up to date and providing information as needed to Volunteers or Staff when there are changes.
- Oversee PCV COS and Termination process' leading staff to ensure completion of all work in a timely manner ensuring admin, program, medical, etc are servicing the Volunteer's final steps in a timely way for a seamless departure.

Communications

15%

- Facilitates overall strategic communication plan with external stakeholders to include media, social media, etc.
- Leverages visibility for key post events (Swearing in, etc.), volunteer and/or program achievements, etc. coordinating with Embassy and facilitating across post.
- Tracks relevant articles in the local papers about Peace Corps, Volunteer activities or related local or regional Development topics, Presents the information to the Country Director, in translated form as needed, and develops a folder of selected articles for public display

Data Base Management

5%

- Understands and is adept at various report functions for post including VIDA, VERS, CIRS, etc.
- Takes primary leadership to ensure specific data base entry is happening across post.
- Directly manages specific data base entry for post.
- Generates reports as necessary.
- Supports analysis of data to identify trends and to share data in graphic information

Safety and Security and Medical

5%

- Knows and understands the Peace Corps Emergency Action Plan and when required, coordinates actions with the Safety and Security Manager when an emergency arises.
 - Stands ready for tasks assigned by the PC Albania CD or Duty Officer.
 - The incumbent will be responsible for preparing written communications and cables, routing in-coming and out-going phone calls, and making other contacts as directed by the CD.
 - Sends all updated information to PC Albania Duty Officer.
- Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- Serves as Duty Officer according to Duty Officer Schedule and follow the procedures in the Duty Officer book for specific emergencies.
- Serves as support to the Medical Office for Post Albania in absence of the Medical Admin.

Other Duties

10%

- Understands and complies with Peace Corps safety and security policies and procedures and assists other staff and Volunteers in complying with safety and security policies and procedures as outlined in Manual Section MS270 and Peace Corps/Albania Emergency Action Plan (EAP).
- Episodic Support: Onboarding and Exiting Process of Direct Hire Staff

- Prepares necessary documentation before the arrival of new CD, DPT and DMO. Notifies Embassy about the new arrival. Requests Courtesy call with AMB & DCM and make appointments with other sections of the Embassy for briefings. Prepares Authorization for Personal use of Peace Corps Vehicle and obtain the approval of AMB and PC/Washington, etc.
- Prepares welcome books for new arrivals and visitors, making sure that all information is accurate and up-to-date.
- Depending on availability of funds, at least once a year travels to visit Volunteers in their sites along with a senior staff member.
- Performs all functions in accordance to Peace Corps policies and procedures detailed in Peace Corps Manual found in the web site: <http://inside.peacecorps.gov/index>
- Complies with Peace Corps code of ethics.
- Files all documents produced by his/her position in accordance to Peace Corps rules and regulations.
- Prepares time and attendance reports.
- Scans documents, sends faxes and make copies.
- The PSC shall serve as an occasional money holder. This authority allows the PSC to accept interim advances and to provide funds to trainees, Volunteer and/or vendors based on the authorization of direct hire staff (OFMH 13.18.3). The incumbent may be required to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to PST/IST training site, or other locations as directed by the Contracting Officer. The PSC may also be required to courier cash to PC trainees or volunteers. The PSC will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the PSC will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the Contracting Officer.
- Performs any other assignments that will be considered as necessary by his/her supervisor.
- The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

POSITION ELEMENTS

a) **Supervision Received:** Executive Assistant/Receptionist is under the general supervision of the Country Director.

b) **Supervision Exercised:** None.

c) **Available Guidelines:** Peace Corps Manuals, Volunteer Handbook, Overseas Financial Management Handbook, and Volunteer Data System.

d) **Exercise of Judgment:** The Executive Assistant must resolve difficult problems in all aspects of Volunteer support activities and must be skilled in analyzing trends and adapting to changes. The incumbent utilizes available guidelines for most matters, however must be able to make judgment calls when the need arises.

e) **Authority to Make Commitments:** The Executive Assistant is limited to make commitments for Peace Corps when authorized by the Director of Management and

Operations or Country Director.

f) **Nature, Level, and Purpose of Contacts:** The Executive Assistant maintains contacts with Volunteers, Peace Corps Staff, U.S. Embassy Staff, Host Country Government officials, local development professionals and the community at large, and uses these contacts to resolve post administrative and programmatic problems.

g) **Time required to Perform Full Range of Duties after entry into the Position:** One year.