



RESIDENTIAL HOUSING MANAGER

The U.S. Consulate General in Sydney is seeking eligible and qualified applicants for the position of Residential Housing Manager within the General Services Office.

Salary: A\$76,846 p.a. + superannuation benefits

40 hours/per week

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

Please note that incomplete applications will not be considered, so please review the how to apply instructions carefully.

1. Completion of secondary school (Year 12) is required
2. Three years of experience in shipping, warehousing, and/or storekeeping is required. One year of supervisory experience is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Understanding of Australian customs, quarantine, and shipping regulations is required. Knowledge of warehouse and inventory operations and familiarity with OH&S regulations is also required.
5. Basic ability to utilize Microsoft applications, including Word, Excel, Outlook, PowerPoint, and the internet is required.
6. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

For instructions on how to apply, please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria and resume to the Human Resources Office at email sydrecruitment@state.gov by **March 17, 2016**

Offers of employment are subject to medical and security clearances.

Note: *Only short listed applicants will be contacted.*

Duties and Responsibilities Statement

**POSITION TITLE: RESIDENTIAL HOUSING
MANAGER**

**POSITION GRADE LE- 8
(STARTING SALARY A\$76,846)**

DUTIES AND RESPONSIBILITIES

Basic Function of the Position

The Residential Housing Manager is responsible for Post's housing program and providing support for inbound and outbound shipments on behalf of the Consulate. The position supervises the Leasing Coordinator and indirectly supervises the Management Assistant. As the housing manager, the position oversees residential housing, including leasing, furnishing, maintenance and inspection, for more than 26 American officers from six different federal agencies. In conjunction with the warehouse in Canberra, the position manages nonexpendable property valued at over \$2.8 million. The manager is responsible for all inbound and outbound shipments, including Unaccompanied Air Baggage (UAB), Household Effects (HHE), and official consignments from abroad.

Major Duties and Responsibilities

40% Housing Manager: Conducts make-ready inspections of all USG STL residences prior to occupancy, to include ensuring that the residential units are clean, assesses the condition of all furnishings and appliances, identifying additional and appropriate furnishings for the residence, recommending repairs or replacement of existing appliances and ensuring that all safety and security upgrade work is done properly. In collaboration with the Maintenance Supervisor and outside vendors, arranges and supervises necessary make-ready tasks (i.e. painting, cleaning, etc.). Upon the arrival of the occupant's HHE, completes any furniture make-ready adjustments requested by the family. Acts as the primary point of contact for ongoing residential maintenance and repair issues and works directly with the Maintenance Supervisor, vendors or landlord/agents toward problem resolution on a timely basis. At the request of the landlord/agents, coordinates quarterly and annual property inspections of the residential units. Inspects all residential property after pack-out but before departure of occupant and reports on condition of property and furnishings; assesses damages, if any. Upon dropping of property from the housing pool, coordinates the removal of all USG furnishings and appliances, and oversees the return of property to original condition (make-good) as requested before turnover to landlord. Prepares eServices and ILMS (Ariba) requests for supplies and services as required.

20% Nonexpendable Property Manager: Manages the inventory of all residential furnishings and appliances for the Consul General's residence (CGR) and approximately 30 short-term lease properties (STLs). Monitors condition and replacement cycles of Post's furniture and equipment pool in conjunction with Embassy Canberra and the Maintenance/Inventory Supervisor.

Ensures that Post's nonexpendable property is used effectively and safely by:

- Arranging the storage, delivery, and collection of furniture and furnishings at the warehouse in Canberra or Post's staging storage,
- Supervising hired laborers when needed and arranging their collection and delivery schedules,

25% Shipping and Logistics: Responsible for processing all inbound and outbound shipments on behalf of the Consulate. Those shipments include, but are not limited to, Unaccompanied Air Baggage (UAB), Household Effects (HHE), and official cargo/consignments of parts and equipment from abroad. The role involves effective communication with key officials at the Australian Customs and Quarantine Services and with appropriate points of contact at international and local shipping companies and within the Department. Excises a thorough knowledge of complex (and frequently changing) Australia and U.S. customs and quarantine regulations, trouble-shoots problems at the port-of-entry, conveys detailed updates to officers awaiting their shipment of effects and assists officers in lodging claims in the event of damage to HHE or UAB in transit.

Prepares shipping documentation, arranges customs clearances and quarantine inspections, coordinates the delivery of personal and official incoming shipments for serviced agencies, and arranges outgoing shipments of household and official effects. For outbound shipments, arranges shipping inspections and packing, notifies agencies (once shipments are sent), and initiates follow-up as required for problem shipments. Coordinates with A/LM/OPS/TTM and the U.S. Dispatch Agencies for International Transportation Government Bill of Lading (ITGBL) and other shipments, and informs officers and Department colleagues, as appropriate, of the latest shipping information- for example, in post reports, post profiles, the TM-2 status of quarters message, etc. Continually assesses the service standards and practices provided to the Consulate by all applicable vendors.

10% Supervision: Directly supervises one Leasing Coordinator (Position P52501) and indirectly supervises one Management Assistant (Position P55806), providing assistance with training and counseling as well as completing their annual evaluations and providing input for their work and development plans.

5% Backup Duties: Provides logistical support for VIP visits and performs other duties as assigned by the GSO or Management Officer.

SELECTION CRITERIA

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Completion of secondary school (Year 12) is required.
2. Three years of experience in shipping, warehousing, and/or storekeeping is required. One year of supervisory experience is required.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.

4. Understanding of Australian customs, quarantine, and shipping regulations is required. Knowledge of warehouse and inventory operations and familiarity with OH&S regulations is also required.
5. Basic ability to utilize Microsoft applications, including Word, Excel, Outlook, PowerPoint, and the internet is required.
6. A current, unrestricted driver's license that enables the individual to legally drive in Australia is required.

FOR FURTHER INFORMATION

The complete position description listing all duties and responsibilities may be obtained by contacting the Human Resources Office. Contact Marjolein Gerber at 02 9373 9112.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the selection criteria above in the application.

HIRING PREFERENCE ORDER

- (1) USEFM who is **ALSO** a preference-eligible U.S. Veteran
- (2) USEFM **OR** a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

4. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.
5. Candidates who are EFMs, USEFMs, AEFM, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position at the time of the announcement closing.

HOW TO APPLY

You **must** explain how you meet **all** of the requirements of the vacant position. Only those candidates providing specific and comprehensive information supporting each of the essential selection criteria of the job advertisement will receive further consideration for the position. Your job application **must** consist of the following documents:

- ✓ Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above):
- ✓ A current resume or curriculum vitae and;
- ✓ A document addressing the selection criteria with specific and comprehensive information supporting each item,
- ✓ (If applicable) Candidates must provide evidence of their eligibility to work in Australia by providing a copy of their work visa or permit, or residency, and;
- ✓ **IMPORTANT:** Applicants claiming a U.S. Veteran's preference **must** submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).
- ✓ Any U.S. Veteran who applies **must** also indicate whether they wish to invoke their preference.

INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

You may also include any other documentation (e.g., essays, certificates, awards) in support of your application and in addition to the information provided above.

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMIT WITH ONE YEAR WORK APPROVAL TO BE ELIGIBLE FOR CONSIDERATION.
WHERE TO APPLY TO**

Human Resources Office
U.S. Consulate General Sydney
POC: Marjolein Gerber
Email: sydreruitment@state.gov

EQUAL EMPLOYMENT OPPORTUNITY

The U.S. Mission 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.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner 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; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.