



REALTY CLERK

An opportunity is available to work as a Realty Clerk within the General Services Office at the U.S. Embassy, Canberra.

Salary: A\$57,421p.a. + superannuation benefits

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 10) is required.
2. Three years (within the last ten years) of full-time customer-service experience working in a customer service, trade, administrative-related organization or two years (within the last ten years) of paid full-time residential property management experience (providing services to include maintenance or leasing services) in a licensed real estate agency or commercial property management organization.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Ability to contribute as a team member and promote teamwork within the unit.
5. Must have the requisite driving skills and license in order to operate official vehicles.
6. Must be proficient with the suite of Microsoft Office products including Excel, Word, Outlook, and Explorer and familiarity with / ability to learn Dept. of State programs such as e2 Solutions, ILMS/Ariba, eServices, TREES, and RPA.

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 Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: usaembrhro@state.gov by **September 15, 2015**

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

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

POSITION TITLE: REALTY CLERK	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 administrative duties in all areas of realty administration, customer outreach and communication, housing make-ready and hand back coordination, residential maintenance, and the Newcomer Orientation and Departure Program on behalf of the GSO Section. The incumbent is primarily responsible for the following functions:

- Providing administrative, customer outreach, housing make-ready and maintenance support relating to the Mission Housing Program,
- Serving in conjunction with the second Realty Assistant as GSO Newcomer Orientation & Departure Program Coordinator, and
- Backstopping the Senior Real Estate Manager (N52210) and second Realty Assistant as needed during absences.

Major Duties and Responsibilities

A. HOUSING MAKE-READY AND MAINTENANCE COORDINATION DUTIES (70%)

- Coordinate with the RSO, POSHO, landlords and property managers to expeditiously address all make-ready upgrades and maintenance requirements, in particular those included in the lease, such as RSO-mandated residential security upgrades. Complete and file inspection documentation and photographs relevant to each property.
- Coordinates and conducts the initial orientation walk through with all new occupants of assigned Operating Leased (OL) residences.
- Reports to property managers and/or owners all maintenance issues for OL residences and coordinates the expedient response for completion, including the inspection of completed work to monitor the quality of work provided by outside contractors, where required. Within established deadlines and service standards, respond to work orders that directly relate to OL residences by providing an electronic response to the American occupant(s); monitor maintenance at GO residences to ensure equitable service. Manages maintenance-related documentation and makes timely reports to the Senior Realty Manager and S/GSO for critical or complex matters.
- Coordinates with the RSO, POSHO, and Facilities Management the make-ready of all residences for incoming officers, to include but not limited to utility connections. Monitors completion of make-ready services, and will personally

inspect landlord, contractor, and/or in-house provided services to ensure an acceptable standard of work. Complete and file inspection documentation and photographs relevant to each property.

- Monitors and inspects make-ready charges, utility bills, council rate notices, and associate house-level invoices to identify cost savings opportunities and excessive usage situations and to ensure proper billing. Ensure that all utility accounts have the correct readings uploaded to the TREES utility portal.
- Coordinates and conducts with Facilities Management for USG-owned properties the initial orientation walk through with all new occupants of assigned USG-owned residences.
- With second Realty Assistant will manage administrative aspects (e.g., coordinating site visits, measuring properties) associated with post's LQA/OHA Housing Program.

B. ADMINISTRATIVE & CUSTOMER OUTREACH DUTIES (20%)

- In conjunction with the second Realty Assistant will revise, update and distribute GSO Housing Publications, Housing Welcome Packs, and other Housing & GSO information including but not limited to the Post Housing Handbook, GSO Housing Newsletter, housing forms, and the Housing section of the Canberra GSO SharePoint and Internet (DMZ) site.
- Responsible for obtaining, tracking, and reporting Housing related survey information to include, but not limited to, Housing Entrance and Exit surveys.
- In conjunction with the second Realty Assistant and with guidance from the POSHO, will serve as the GSO Housing Representative on the post SHEM Committee. Will be required to coordinate pest control as required and provide advice to occupants of USG and OL residences regarding Pest Management procedures.
- Will submit work orders, procurement requests and use the ILMS system as required.
- Will be asked to respond to public leasing enquiries to include researching and drafting appropriate electronic and telephonic replies.
- Keeps the Senior Realty Manager informed of all housing issues that may be important in terms of customer service and work order processing.
- Will assist the Senior Realty Manager and second Realty Assistant in responding to afterhours OL maintenance emergencies.
- Manage archiving of realty records and documentation to include filing, scanning, photocopying, shredding and other similar activities.
- Serves as back-up administrator for Key Watcher locked key cabinet.
- Participates in Interagency Housing Board (IAHB) meetings as observer and note taker, filling in for Senior Realty Manager in case of absence.
- Assists with all other administrative requirements relating to the Mission Housing Program.

- Will backstop the Senior Realty Manager (N52210) and the second Realty Assistant.
 - Other duties as assigned such as visit support, escort duties as required, assistance during functions such as the 4th July, and special, non-recurring projects and initiatives within the Housing Section and GSO.
- C. NEWCOMER/DEPARTURES ORIENTATION PROGRAM COORDINATION DUTIES (10%)**
- With guidance from the Senior Realty Manager, the Supervisory General Services Officer and in conjunction with the second Realty Assistant, will share the responsibility of developing and coordinating, in cooperation with other GSO departments and Management offices as needed, the GSO Newcomer Orientation and Departure Program.
 - Conduct GSO Inbrief on weekly basis as required during transfer season.

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 (within the last ten years) of full-time customer-service experience working in a customer service, trade, administrative-related organization or two years (within the last ten years) of paid full-time residential property management experience (providing services to include maintenance or leasing services) in a licensed real estate agency or commercial property management organization.
3. Level 4 (Fluent) written and spoken English is required. This may be tested.
4. Ability to contribute as a team member and promote teamwork within the unit.
5. Must have the requisite driving skills and license in order to operate official vehicles.
6. Must be able to operate a computer and be familiar with Microsoft Office applications.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED 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.

ELIGIBILITY REQUIREMENTS

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. Must be proficient with the suite of Microsoft Office products including Excel, Word, Outlook, and Explorer and familiarity with / ability to learn Dept. of State programs such as e2 Solutions, ILMS/Ariba, eServices, TREES, and RPA.

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 post. Your job application **must** consist of the following documents:

- ✓ 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 B); 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;
- ✓ (If applicable) 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 U.S.

Veterans who apply **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.

SUBMIT APPLICATION TO

Regional Human Resources Office
American Embassy
Moonah Place
YARRALUMLA ACT 2600

or via email to: usaembrhro@state.gov

THE DEADLINE FOR APPLICATIONS IS SEPTEMBER 15, 2015

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 B

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