



SWITCHBOARD OPERATOR

An opportunity is available to work as a Switchboard Operator within the Information Section at the U.S. Embassy, Canberra.

Salary: A\$49,483 p.a. + superannuation benefits

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. 1 year experience in customer service and/or reception to include experience in dealing with public enquiries from various sources is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Good knowledge of Australian telephone operations, dialing systems and a good knowledge of mobile phones is required.
5. The ability to exercise good judgment in the absence of supervision and the ability to concentrate and answer calls whilst the other operator is answering calls at the same time, even during high volume calls and stress whilst maintaining a pleasant friendly attitude and confidentiality is required.
6. Basic computer skills, to include knowledge of Microsoft Word, Outlook, Excel and Share Point applications are 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 by **July 4, 2014**.

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: SWITCHBOARD OPERATOR**POSITION GRADE LE- 4
(STARTING SALARY A\$49,483)**

DUTIES AND RESPONSIBILITIES**Basic Function of the Position**

As a Telephone Operator, the incumbent carries out the day-to-day operations of the embassy switchboard located at the American Embassy in Canberra, Australia on a full time (40 hours per week) basis. This individual is primarily responsible for answering and routing both internal and external calls to the appropriate parties at the mission. The Telephone Operator answers directly to the Switchboard supervisor on all day-to-day issues and receives overall supervision from the IPC.

Major Duties and Responsibilities

1. 75% Render subscriber assistance and advice on a basic level to include questions on procedures and telephone charges as well as expressions of complaint. Answer and transfer incoming calls through the Embassy's switchboard. Originate outgoing IDD calls for extensions that do not have these capabilities or are having difficulties. Operate mission threat recorders. Alert the Regional Security Officer of any bomb threats or threatening telephone calls.
2. 5% Charge and prepare proper modes for phones including those which require worldwide calling capabilities, provide written usage instructions by make and model of cell phone, and issue phones. After any visit, retrieve and account for phones, delete all calling records and inspect and return to vendor. Retrieve itemized billing records from vendor and process appropriate billing.
- 3 10% Maintain, update, and organize the embassy telephone lists, Emergency SMS database and cellular telephones for use by switchboard operators. Accurately maintain long distance telephone call statistics into the Call Bill database for processing by Financial Management Center. Verify carrier charges as appropriate and process appropriate tax exemptions.
4. 10% Additional misc. duties: Assist the Switchboard Supervisor in maintaining the switchboard Share Point site as well as time and attendance records for the switchboard and IPC. Other Duties as assigned.

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. 1 year experience in customer service and/or reception to include experience in dealing with public enquiries from various sources is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Good knowledge of Australian telephone operations, dialing systems and a good knowledge of mobile phones is required.
5. The ability to exercise good judgment in the absence of supervision and the ability to concentrate and answer calls whilst the other operator is answering calls at the same time, even during high volume calls and stress whilst maintaining a pleasant friendly attitude and confidentiality is required.
6. Basic computer skills, to include knowledge of Microsoft Word, Outlook, Excel and Share Point applications are required.

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.

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

THE DEADLINE FOR APPLICATIONS IS JULY 4, 2014

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