

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Acquisition Support: 50%

- Prepares payment of invoices for with guidance and support from Acquisition Specialist.
- Prepares documentation and government order forms on program goods and services, including but not limited to print resources and electronic resources
- Creates comprehensive book collections in Excel format and uploads into eShop database.
- Provides ad hoc procurement-assistance during periods of exceptional workload, e.g., special, time-sensitive projects and year-end surges in requests for procurement services.

Special Project: 40%

- Responsible for preparing and sending monthly newsletters using Mailchimp.
- Manages eShop account and maintains up-to-date records for both eShop and Mailchimp news group.
- Serves as LiveChat online operator for customers contacting Vienna office with questions about eShop.
- Provides on-site support to training at the Vienna Amerika Haus training facilities for IRC/IRO type trainings to include the preparation of training materials and welcome kits.
- Serves as backup to Project Assistant with updating American Spaces Facebook Group and web site.

Administrative Support: 10%

Provides general administrative office support (online ordering), such as filing, scanning, photocopying.
(continue on blank sheet)

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
Formal education and/or experience in acquisition and/or project management/assistant, and/or Microsoft office courses is desired. High School Diploma required.
- b. Prior Work Experience:
At least two years of administrative work experience which involves substantive interaction with public and client base. At least one year of on-the-job experience in client-centered administrative work with the USG.
- c. Post Entry Training:
Employee will be given hands-on training for acquisition assistance and procedures and should the need arise and funding permit more formal training may be granted.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read)
Level IV fluency in written and spoken English is required. Upper elementary German is desired.
- e. Job Knowledges:
Within six months, must understand basic DoS administrative operations and procedures, particularly as they pertain to overseas posts. S/he should understand the role and job functions of IIP's Office of American Spaces and it's program support, specifically, eShop.state.gov, eLibraryUSA.state.gov and other web sites such as americanspaces.state.gov, and how Embassy sections operate more specifically Public Affairs.
- f. Skills and Abilities:
Must have good keyboard and computer skills, proficient in MS office, as well as organization skills and process orientated. Must have the ability to adapt and work with existing databases. Must have the ability to render advice clearly and objectively. Must have highly developed organizational skills and be able to carry out priority assignments often managing several at the same time. Must be able to anticipate potential problems before the occur and resolve them. Requires good inter-personal skills to deal effectively with a diverse range of people/customers.

16. POSITION ELEMENTS

- a. Supervision Received:

Works under the supervision of IIP/PL/AS - Vienna Lead Project Manager. Incumbent will undertake project assignments with considerable latitude in determining needs and priorities. Supervision is limited to policy, priorities, and resolution of unusual and complex problems for which there is no clear precedent.

b. Supervision Exercised:

N/A

c. Available Guidelines:

Policy and priorities established by Lead Project Manager, DoS guidelines and regulations; training priorities establish by regional bureaus and posts; published materials (both USG and commercial) outlining training courses, resources and instructors.

d. Exercise of Judgment:

Exercising sound judgment on a regular basis is one of the most important elements of this position. Well considered, astute judgment must be applied to almost every aspect of the position's responsibilities. The prioritization of tasks, coordination of objectives, management of time, identification of resource requirements, and the ability to adapt to last-minute changes are critical to effective performance. A customer-service orientation is essential.

e. Authority to Make Commitments:

Once policy decision have been made by IIP/PL/AS Vienna Management and resource allocations have been properly approved, the incumbent makes commitments required to conduct approved training programs, such as coordinating assigned training workshops/seminars, preparing and ordering training material, supplies, equipment rental, etc.

f. Nature, Level, and Purpose of Contacts:

Establishes and maintains contacts with a wide range of persons within and outside of the USG. Contacts are developed for but not limited to the following purposes: to cross-pollenate existing services with key target audience using social media outreach such as Facebook but not limited to; when needed support local training programs and work with participants on accomodations and other needs. Contacts include but are not limited to the following persons; Washington officials and American Spaces staff for constituent posts, State department staff at all levels; outside contractors/consultants/contacts such as hotels.

g. Time Required to Reach Full Performance Level:

Six months.

