



HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA

VACANCY ANNOUNCEMENT

ANNOUNCEMENT NUMBER – 13 - 037

OPEN TO: All Interested Candidates/All Sources

POSITION: Telephone Operator, FSN-4; FP-AA
(Salary approx. Tk. 31,000 per month)

OPENING DATE: July 10, 2013

CLOSING DATE: July 23, 2013 (before 4:30 p.m.)

WORK HOURS: Full-time; 40 Hours/5 days per week

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Bangladesh is seeking applications for the position of **Telephone Operator** in the Switchboard Sub-Unit, Information Program Center.

BASIC FUNCTION: This is one of the seven (7) telephone switchboard operators which rotate shifts to provide 24-hour per day, 7 day a week coverage in the Chancery, and Embassy Annex, Public Affairs Section, Foreign Agriculture Service (FAS) and USAID offices. S/he is responsible for operation of the Chancery switchboards under the direct supervision of the FSN Telephone Operator Supervisor.



MAJOR DUTIES AND RESPONSIBILITIES:

- ✚ Operates the Chancery switchboard containing 37 city trunk lines, 650 extensions, transfers incoming calls to the appropriate offices. Able to direct callers and answer basic questions about publicly disseminated embassy communication and procedures without compromising embassy security.
- ✚ Familiar with IVG/VOIP functions and operation. Able to handle telephoned threats and be familiar with security procedures. Places calls to government offices and to high officials especially on weekends –this means maintenance of sensitive phone list and liaising with protocol assistant to give advice on line availability and numbers to call when making contact with the latter.
- ✚ Maintains logs of all trunk and local calls booked, informs Telephone Operator Supervisor about the defective trunk and IDD lines, answers queries of callers and directs them to the proper office, and maintains a continuously updated list of all Mission office telephone numbers, American home telephone numbers, all important local numbers list. Has knowledge of phone tree and makes suggestions on its upkeep.

QUALIFICATIONS REQUIRED:

- 1. Education:** Minimum completion of Higher Secondary School Certificate (H.S.C) education is required. *(You must attach a copy of your H.S.C. certificate along with your application form.)*
- 2. Language Proficiency:** Level III (Good Working Knowledge) in spoken and written English and Bangla is required. English language proficiency will be tested.
- 3. Prior Work Experience:** Minimum two years experience as Receptionist, Operator, Telephone Help Desk, or Directory services is required.
- 4. Knowledge:** Must have knowledge on basic organizational structure, and computers and software.
- 5. Skills and Abilities:** Must be familiar with the Digital Console operation and have the basic knowledge on Digital PABX system.



SELECTION PROCESS:

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed U.S. Citizen EFMs who hold a FMA appointment or PSA are ineligible for advertised positions within the first 90 calendar days of that appointment.
4. Currently employed Not Ordinarily Residents (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 on a When Actually Employed (WAE) work schedule.
5. The candidate must be able to obtain and hold a security clearance.

TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

[Application Form](#)

2. 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.



3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

All Bangladeshi applicants must complete the application form & must attach the following documents; if you do not attach the below mentioned documents, your application will not be considered complete, therefore, will not be processed further:

- I) **A passport size photograph (taken within six months),**
- II) **A copy of Passport or Voter ID or Driver's License, and**
- III) **A copy of educational or trade school certificate as required.**

Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.

SUBMIT APPLICATION TO:

Human Resources Office
Attention: HRO
Address: Embassy of the United States of America
Madani Avenue, Baridhara
Dhaka – 1212

All candidates must submit the Universal **Application for Employment form** DS-174 either by regular mail (postal service) **or**, deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**

Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at <http://dhaka.usembassy.gov/>

POINT OF CONTACT:

Human Resources Assistant
Telephone # 885-5500 (between 10am to 11am Sunday thru Thursday)



DEFINITIONS:

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at



least 18 years old; and

- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

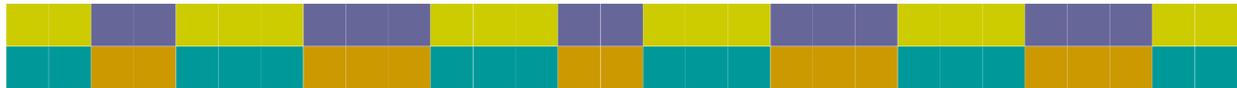
5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.



EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: July 23, 2013

NOTE: *“Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency.”*

The U.S. Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, 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.

Cleared by:

HRO: x

IMO: x

FMO: x