



**U.S. EMBASSY  
BRIDGETOWN, BARBADOS  
VACANCY ANNOUNCEMENT 16-023**



**OPEN TO:** All Interested Candidates/All Sources

**POSITION:** Travel Assistant

**OPENING DATE:** July 12, 2016

**CLOSING DATE:** July 26, 2016

**WORK HOURS:** Full-time 40 hours/week

**SALARY:** Ordinarily Resident (OR): FSN-07/1 – BDS\$61,252.00 p.a.  
(Basic starting salary)

Not-Ordinarily Resident (NOR): FP- 07/1 – US\$41,206.00 p.a.  
(Starting salary)

\*Final grade/step for NORs will be determined by Washington.

**ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Mission in Bridgetown, Barbados is seeking eligible and qualified applicants for the position of Travel Assistant, in the General Services Office.

**BASIC FUNCTION OF POSITION**

Provide oversight of Travel Office operations and ensure overall efficient travel services are being provided. Assist and advise the Contractor on travel arrangements for all Mission employees, dependents and visitors performing domestic and/or international official travel. Support high-level visits. Prepare and maintain accurate documentation in accordance with Government regulations, assist travelers with travel authorizations, travel insurance and flight arrangements. Provide assistance at post for users of E2 Travel Solutions when performing Government funded travel. Reports directly to the GSO for Travel.

**QUALIFICATIONS REQUIRED**

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

**1. EDUCATION** Completion of secondary school. At least two years or college, university or vocational studies is required.

**2. EXPERIENCE:** At least two years of office experience is required in the field of tourism, international travel or customer relations. Airline office and/or Travel Agency experience is required.

**3. LANGUAGE:** Demonstrated fluent knowledge of spoken and written English. (Level IV).

**4. SKILLS AND ABILITIES:** Clerical/Technical: Typing knowledge required. Use of computer software (Microsoft Word, Excel, Access) and ability to learn new applications and programs is required. Customer Service: Required to deal tactfully, yet effectively, with host country officials, other Diplomatic Missions personnel, all customers and VIP visitors. Polite and professional telephone manners are required. Ability to express ideas and explain options to customers in a courteous and respectful manner using email protocols is required. A valid driving license is required. (Skills will be tested).

**5. JOB KNOWLEDGE:** Familiar with, and able to effectively use the following standard sources of regulations and guidance: Foreign Affairs Manual and Handbook, Standardized Regulations, Federal Travel Regulations, Joint Travel Regulation/Joint Federal Travel Regulations in order to advise personnel. Must know airline regulations and become familiar with contracted fares, in order to take advantage of the most economical fares to United States Government (USG).

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://barbados.usembassy.gov/vacancies2.html> and/or by contacting the Human Resources Office (246) 227-4342.

**HIRING PREFERENCE SELECTION PROCESS:** When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

**HIRING PREFERENCE ORDER:**

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

\* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

\*\* This level of preference applies to all Foreign Service employees on LWOP.

**ADDITIONAL SELECTION CRITERIA:**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts 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 Non-Sensitive security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, 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.

**HOW TO APPLY:** Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (**Form DS-174**), which is available on our website or by contacting Human Resources. (See “For Further Information” above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

**WHERE TO APPLY:**

Human Resources Office	Human Resources Office, Bridgetown, Barbados. Telephone (246)227-4342 or (246)227-4014
Mailing Address	U.S. Embassy, Wildey Business Park, Wildey, St. Michael Barbados BB 14006
FAX Number:	1-(246) 227-4048
E-mail Address:	<a href="mailto:BridgetownHR@state.gov">BridgetownHR@state.gov</a>

**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 (DEFINITIONS)**

**Eligible Family Member (EFM):** An EFM for employment purposes is 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; **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 for employment purposes 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 for employment purposes 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):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

**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.

*Drafted: CRivera – HR*

*Cleared: MHunte – HR*

*Cleared: SCuthbertson-S/GSO*

*Cleared: TOwens – RHRO*

*Approved: CHanson – MO*



**Oversee the Value Vacations Implant Travel Office, and train people: 30% of the time**

- **Oversee one Travel Agency Staff (on-site TMC implant) on a daily basis as needed regarding all official travel arrangements (transportation & accommodation) made for the Mission personnel and visitors. Provide case-by-case guidance in accordance with complicated U.S. Government regulations and official travel orders.**
- **Oversight of the ticketing process (airline). Employ judgment and interpret official policy by resolving difficult questions in complex cases. Verify methods used in obtaining fare calculations and ensure that all fares and transaction fees charged (as well as refunds processed) are correct.**
- **Provide orientation to new office staff in USG regulations and Post procedures. Afterwards, provide regular daily updates on all regulations and procedure changes as part of ongoing training within office.**

**Manage information and services: 30 % of the time**

- **Publish and maintain electronic resources: Update GSO/Travel intranet SharePoint site with current regulations and Post guidance, and inform the Mission community of any publicised travel bans or warnings. When reservations are made are made by Travel office at post, track visitors and groups as needed. Assist answering questions regarding official visitors.**
- **Authorize procurement of airline tickets with Government Travel Credit Card payment for all official international and domestic air travel for American personnel of the Embassy and Barbados citizens traveling to U.S. under exchange programs controlled by various ICASS subscriber agencies, such as Public Affairs Section (PAS) grants, International Narcotics & Law Enforcement Office (INL), Military Liaison Office (MLO), and Department of Homeland Security (DHS).**
- **Maintain files of all U.S. Government employees as well as section files with all Government funded travel, containing appropriate record on performance of their official travel and its cost.**
- **Keep updated electronic databases with information on all direct payments made, and keep copies in personal and/or section files.**
- **Update electronic database and prepare Post Evacuation Travel Authorization template for American employees of the Embassy for the Alternate Command Center twice a year.**
- **Prepare mandatory reports: Premium Class Travel Report, and the International Cooperative Administrative Support Services (ICASS) statistics report if needed. Prepare travel surveys as needed by the office of allowances to assist in maintaining or increasing of Post per diem allowances.**

**Provide Customer Service: 40% of the time**

- **Contribute information to GSO/Travel portion of orientation briefing for new arrivals.**
- **Advise American personnel of their entitlements in performance of a wide variety of travel types (such as: Rest & Recuperation, Educational, Medical Evacuation, Home Leave, Emergency Leave, Permanent Change of Station) in accordance with large and complicated body of travel regulations.**
- **Assist employees in the use of E2 Travel if needed, and provide periodic instruction classes.**
- **Provide 24/7 on-call assistance for all Emergency Visitation Travel (EVT) and Medical Evacuation Emergencies in close cooperation with Embassy officers and Travel Management Center staff. In emergencies, issue Post Medical Travel Authorizations requested by Regional Medical Officer (RMO) and EVT Authorizations requested by HRO in accordance with appropriate Government regulations.**
- **Prepare Diplomatic Notes to other Diplomatic Missions in Bridgetown and assist with tourist visas for USDH or family members on personal travel. Coordinate documents delivery and pick up with employees of other Diplomatic Missions in Bridgetown and the Travel Management Center (TMC) Courier.**
- **Prepare correspondence such as Repayment Agreements for both private and official travel of American personnel of the Embassy.**
- **Assist in negotiation of Embassy rates with hotels and special fares for official travel with airlines in close cooperation with TMC staff. Prepare the Embassy Hotel Rates in Bridgetown list.**
- **Support High Level Visits: Coordinate logistical support for VIP visits in close cooperation with the control officer on hotel and vehicle arrangements. Coordinate payments with GSO/Procurement Unit for hotel accommodations and car rentals, for all official visitors and high level visits.**
- **Coordinate hotel reservations if requested by all agencies for their Temporary Duty Employees.**

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15. Qualification Required For Effective Performance

a. Education

**Completion of secondary school. At least two years of college, university or vocational studies.**

b. Prior Work Experience

**At least two years of office experience is highly desirable, preferably in the field of tourism, international travel or customer relations. Airline office and/or Travel Agency experience preferred. Knowledge of Embassy operations and USG regulations concerning travel desirable.**

c. Post Entry Training

**Initial training is provided by the American GSO/Travel supervisor. Training in travel services provided by local travel agencies and/or airlines. Six months of reading 6 FAM regulations and close supervision when interpreting travel regulations. One year familiarization reading of USG/DOS Travel regulations. Take E2 training and complete Travel Policy course (GFS61). Complete on-line training and pass U.S. Department of State (DoS) Purchase Card test.**

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II,III) and specialization(sp/read)

**Demonstrated fluent knowledge of spoken and written English (level IV)**

e. Job Knowledge

**Familiar with, and able to effectively use the following standard sources of regulations and guidance: Foreign Affairs Manual and Handbook, Standardized Regulations, Federal Travel Regulations, Joint Travel Regulation/Joint Federal Travel Regulations in order to advise personnel. Must know airline regulations in order to take advantage of the most economical fares to USG.**

f. Skills and Abilities

**Clerical/Technical: Typing Level II required. Use of computer software (Microsoft Word, Excel, Access) and ability to learn new applications and programs is essential. Customer Service: Must be able to deal tactfully, yet effectively, with host country officials, other Diplomatic Missions personnel, all customers and VIP visitors. Polite and professional telephone manners. Ability to express ideas and explain options to customers in a courteous, and respectful manner using email protocols.**

16. Position Element

a. Supervision Received

**This position is supervised by the General Services Officer responsible for Travel.**

b. Supervision Exercised

**Provide oversight of Travel Agency Staff (on-site TMC) of one agent on a daily basis.**

c. Available Guidelines:

**6 Foreign Affairs Manual, 3 Foreign Affairs Manual, Foreign Affairs Handbook, Standardized Regulations, Federal Travel Regulations, Joint Travel Regulations/Joint Federal Travel Regulations, current DoS regulations as received by cable; Airline regulations, manuals, schedules.**

d. Exercise of Judgment

**Works without direct day-to-day supervision. Must be able to interpret regulations and advise USG personnel on the complicated body of travel regulations in the performance of duties. Sound judgement is paramount to this position.**

e. Authority to Make Commitments

**None**

f. Nature, Level, and Purpose of Contacts

**Maintains daily, a wide range of external contacts with mid level managers and directors of local, regional and national airlines, airport officials, hotels and car rental company representatives, other Diplomatic Missions and the Ministry of Foreign Affairs, in order to facilitate Embassy travel services.**

g. Time Expected to Reach Full Performance Level

**One year.**