



**U.S. EMBASSY
BRIDGETOWN, BARBADOS
VACANCY ANNOUNCEMENT 16-022**



OPEN TO: All Interested Candidates/All Sources

POSITION: Customer Service Assistant

OPENING DATE: June 9, 2016

CLOSING DATE: June 16, 2016

WORK HOURS: Full-time 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-06/1 – BDS\$49,537.00 p.a.
(basic starting salary)

Not-Ordinarily Resident (NOR): FP- 08/1 – US\$36,837.00 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 Customer Service Assistant, in the Information Resource Management Section.

BASIC FUNCTION OF POSITION

This position serves as an Administrative Assistant in the US Embassy's internal Customer Service Center (CSC). The CSC is an Embassy employee's first place to turn when in need of assistance with anything under the Management section's area of responsibility. The CSC Administrative Assistant provides Embassy personnel with general information about all Management-related matters and answers each employee's Management-related inquiries either with direct action or by coordinating a solution.

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: At least two (2) years of college studies in secretarial or administration is required.

2. EXPERIENCE: At least 3 years progressively responsible experience in an administrative and/or customer service role.

3. LANGUAGE: Level IV (Fluency) Speaking/Reading/Writing English is required.

4. SKILLS AND ABILITIES: Required to have good time management, active listening, active learning, service orientation, problem sensitivity and proficient with Microsoft applications such as Word, Excel, and PowerPoint. (This will be tested). Also, knowledge of database operation is preferred (e.g., familiarity with Microsoft Access). The ability to work in a high stress, high volume productivity environment is required.

5. JOB KNOWLEDGE: Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology

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:	BridgetownHR@state.gov

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: BBiffle – IRM

Cleared: TOwens – RHRO

Approved: PKalinowski – MO



INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post <p style="text-align: center;">Bridgetown</p>	2. Agency <p style="text-align: center;">Department of State</p>	3a. Position Number <p style="text-align: center;">C52030</p>
--	---	--

3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position _____

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Customer Service Assistant, FSN-105	FSN-6	LAF	08-29-2014
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Administrative Assistant (Customer Service)</p>	7. Name of Employee
---	---------------------

8. Office/Section <p style="text-align: center;">Management Section</p>	a. First Subdivision <p style="text-align: center;">Information Resource Management</p>
b. Second Subdivision <p style="text-align: center;">Information Programs Center</p>	c. Third Subdivision <p style="text-align: center;">Customer Service Center</p>

9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Printed Name of Employee _____ Signature of Employee _____ Date (mm-dd-yyyy) _____	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor _____ Signature of Supervisor _____ Date (mm-dd-yyyy) _____
--	---

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy) _____	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) _____
---	---

13. Basic Function Of Position
 This position serves as an administrative assistant in the US Embassy's internal Customer Service Center (CSC). The CSC is an Embassy employee's first place to turn when in need of assistance with anything under the Management section's area of responsibility. The CSC Administrative Assistant provides Embassy personnel with general information about all Management-related matters and answers each employee's Management-related inquiries either with direct action or by coordinating a solution.

14. Major Duties and Responsibilities _____ % of Time
 A. CSC Administrative Assistant 90%

The CSC Administrative Assistant provides Embassy personnel with general information about all Management-related matters and answers each employee's Management-related inquiries either with direct action or by coordinating a solution. Receives visitors to the CSC and answers general inquiries about procedures, regulations, and post policies. Resolve customer inquiries or complaints based on the SOP provided by Finance, Human Resources, General Services, Information Resource Management, and Facilities Maintenance. Refer unresolved customer inquiries to designated departments/sections for further action.

(See Addendum 1)

(Continue on blank sheet)

15. Qualifications Required For Effective Performance

a. Education

At least two years of college studies in secretarial or administration is required.

b. Prior Work Experience

At least 3 years progressively responsible experience in an administrative and/or customer service role.

c. Post Entry Training

On the job training to familiarize with the role of various sections in the overall US Embassy organization structure.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).
Level IV (Fluency) Speaking/Reading/Writing English is required.

e. Job Knowledge

Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

f. Skills and Abilities

Must have good time management, active listening, active learning, service orientation, problem sensitivity and proficient with Microsoft applications such as Word, Excel, and Powerpoint. Also, knowledge of database operation is preferred (e.g., familiarity with Microsoft Access). The ability to work in a high stress, high volume productivity environment is required.

16. Position Element

a. Supervision Received

The CSC Administrative Assistant will be expected to work largely independently, with minimal supervision.

b. Supervision Exercised

None.

c. Available Guidelines

SOP, FAM, FAH, Management Notice and Instruction and other guidance and regulation under US Embassy.

d. Exercise of Judgment

Must show initiative to resolve difficult situation with little or no supervision. Must work with offices/departments and employees to resolve complaints.

e. Authority to Make Commitments

Provide solution to CSC Customer based on SOP or other US Embassy guidance.

f. Nature, Level, and Purpose of Contacts

Assist inquiries of American and LE Staff who visit/contact the CSC. Maintain contact with telecommunication providers.

g. Time Expected to Reach Full Performance Level

Six months.

Addendum 1

Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken in the Customer Services Center system. Keep track of the status of each inquiry from beginning to end, and follow up with service providers and the customer as needed.

Help customers prepare and submit requests for (a) Embassy building and office equipment repair and maintenance and (b) Purchase of supplies and/or equipment.

Answer and solve minor or routine IT Helpdesk requests.

B. IT Helpdesk / Switchboard

10%

Act as back up for Switchboard Operator when needed.

All other duties as assigned

Note: This PD in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.