



**U.S. EMBASSY
BRIDGETOWN, BARBADOS
VACANCY ANNOUNCEMENT 14-025**



DATE: September 26, 2014

OPEN TO: All Interested Candidates

POSITION: Administrative Assistant, IRM FSN-6; FP-08

OPENING DATE: September 25, 2014

CLOSING DATE: October 9, 2014

WORK HOURS: Full time: 40 hours/week

SALARY

*Ordinarily Resident:
Position Grade: FSN-06/1 BDS\$50,589.00 p.a. (Starting Salary)

*Not-Ordinarily Resident:
Position Grade: FP-8/1 US\$36,111.00 p.a. (Starting Salary)

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

The U.S. Embassy in Bridgetown is seeking an individual for the position of Administrative Assistant, Customer Service Center, Information Resource Management (IRM). This is a full time, 40 hour per week position.

BASIC FUNCTION OF POSITION:

This position serves as an Administrative Assistant in the US Embassy's internal Customer Service Center (CSC), IRM Section. 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 coordination a solution.

SPECIFIC GOALS AND OBJECTIVES

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Human Resources Office, Telephone number 227-4342/227-4014.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. At least two years of college studies in secretarial or administration is required and 3 years progressively responsible experience in an administrative and/or customer service role OR completion of secondary school and 5-7 years of progressively responsible experience in administrative/customer service to provide information or resolve problems is required.
2. Level IV English fluency (speaking, reading and writing) is required.
3. 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 is required.
4. Must have good time management, active listening, active learning, service orientation, problem sensitivity. Proficient with Microsoft applications such as Word, Excel, and Powerpoint (*skills will be tested*). Knowledge of database operation is required (e.g., familiarity with Microsoft Access). The ability to work in a high stress, high volume productivity environment is required.

SELECTION PROCESS:

When equally qualified, US Citizen Eligible Family Members (EFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate 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.

TO APPLY

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

1. Universal Application for Employment as a Locally Employed Staff or Family Member (Form DS-174);
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.

SUBMIT APPLICATIONS TO:

BridgetownHR@state.gov

APPLICATIONS MUST BE RECEIVED BY CLOSE OF BUSINESS

October 9, 2014

The US Mission in Bridgetown 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 A
DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.- citizen Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a U.S. 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:

- U.S. 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 U.S. 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 U.S. 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 U.S. 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).

Appendix B

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 (*Yes or No; if yes, provide explanation*)
- K. If applying for position that includes driving a U.S. Government vehicle, 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

Addendum 1

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 and routine IT Helpdesk request

B.IT Helpdesk / Switchboard

10%

Act as back up for Switchboard Operator when needed.

All other duties as assigned

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 4 (Fluency) Speaking/Reading 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.