



**U.S. EMBASSY
BRIDGETOWN, BARBADOS
VACANCY ANNOUNCEMENT 15-016**



DATE: April 17, 2015

OPEN TO: All Interested Candidates

POSITION: Housing Assistant/Customer Service Representative, General Services Office; FSN-07/FP-07

OPENING DATE: April 17, 2015

CLOSING DATE: May 1, 2015

WORK HOURS: Full-Time, 40 hours/week

SALARY

*Ordinarily Resident:
Position Grade: FSN:07/1 BDS\$61,537.00 p.a. (Starting Salary)

*Not-Ordinarily Resident (NOR):
Position Grade: FP-7/1 US\$40,665.00 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 Housing Assistant/Customer Service Representative in the General Services Office (GSO).

BASIC FUNCTION OF POSITION:

Incumbent works closely with the Realty Assistant, Maintenance section and S/GSO to attend to the needs of the customers and GSO/Maintenance service providers. The incumbent serves as the initial point of contact for new families wishing to request guidance or report any non-functioning household appliances or equipment or make a suggestion. The incumbent will coordinate with the proper sections to ensure maintenance is completed and complaints resolved. Via education and consultation, helps to manage expectations of both customers and providers.

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).

QUALIFICATIONS REQUIRED

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

1. College or University studies (1-2 years of college or technical school) is required. Completion of sixth form can be substituted for college.
2. Three (3) years of relevant work experience in the field of Management, Administration, Logistics, and Customer Relations is required.
3. Level IV (fluent English), reading, writing and speaking ability is required.
4. General knowledge and awareness of the Mission and its organization and agencies.
5. Incumbent will be required to have strong working knowledge of office organization, correspondence procedures and communication skills. Interpersonal skills: ability to present a friendly, helpful, patient and caring impression to all. Basic computer skills with Microsoft applications is required. Valid Barbados driver's license is required. *(skills will be tested)*

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 U.S. 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 APPLICATION TO:
BridgetownHR@state.gov

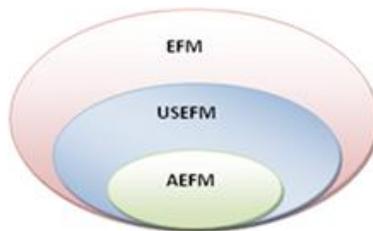
CLOSING DATE FOR THIS POSITION: May 1, 2015

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



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.

- Position Title
- Position Grade
- Vacancy Announcement Number (if known)
- Dates Available for Work
- First, Middle, & Last Names as well as any other names used
- Current Address, Day, Evening, and Cell phone numbers
- U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No; if yes, provide number*)
- U.S. Social Security Number and/or Identification Number
- Eligibility to work in the country (*Yes or No*)
- Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- If applying for position that includes driving a U.S. Government vehicle,
- Driver's License Class / Type
- Days available to work
- List any relatives or members of your household that work for the U.S.
- Government (include their Name, Relationship, & Agency, Position, Location)
- U.S. Eligible Family Member and Veterans Hiring Preference
- Education
- License, Skills, Training, Membership, & Recognition
- Language Skills
- Work Experience
- References

Drafted: CRivera, HR

Cleared: LFenton, RHRO

Approved: RHamilton, MC

A. The primary mission is to attend to the need of GSO customers and GSO service providers, and act as the primary liaison with Embassy short term leased property landlords.

- Serve as initial point of contact for Housing clients, especially newcomers to the Mission and customers who need assistance in addressing a particular issue.
- Maintain a simple log of customer complaint/problems and steps taken to effective resolution.
- Follow up on taskings, projects, work orders, etc., to determine whether the work has been completed to the satisfaction of the customer or it has been explained to the customer why the work could not be done or had to be done differently.

Addendum

-Maintain Master Log of all seasonal housing turnovers to track all activities necessary to prepare the residence for new occupants.

-Present Housing Orientation materials of new U.S. Personnel: presents Housing Handbook to new personnel and collects signed receipt for same.

-Provide, as needed, basic guidance to Mission personnel concerning the Mission Housing Program.

B. Maintain Log of all housing related special projects/taskings: the Incumbent shall gather date and maintain a log of all STL housing projects/taskings. The Incumbent shall ensure the log's data contains a brief description of taks, the action office, last action taken, etc.

10%

Escort Support:

- Responsible for escorting of non-cleared personnel, janitorial/maintenance crews, and contractors performing work in areas of the mission or residences as directed by the supervisor to ensure that areas remain uncompromised. Will provide spot-checks and ensure that performance meets standards for the work in support of the COR.
- Secures worksite upon completion of work by ensuring that all uncleared personnel have exited the area.
- May be responsible for requests to GSO Procurement for locally procuring items needed by the GSO Housing section.
- As required, responsible for the control and safe operation of any job-related equipment and supplies such as destruction equipment (shredders, disintegrators, etc.), keys, radios, service elevators, etc.
- Prepares Incident Reports of any and all work-related problems or security incidents to the appropriate sections.

- Note: "This position description 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."

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15. Qualification Required For Effective Performance

a. Education

College or university studies (1-2 years of college or technical school required. Completion of sixth form can be substituted for college)".

b. Prior Work Experience

Three (3) years of relevant work experience in the field of Management, Administration, Logistics, and Customer Relations.

c. Post Entry Training

**On the job training with GSO colleagues and supervisors.
Training as available and/or directed by SGSO, via On Line programs.**

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

Level IV (Speaking/Reading/Writing) (advanced professional proficiency) English is required

e. Job Knowledge

General knowledge and awareness of the Mission and its organization and agencies.

f. Skills and Abilities

Strong working knowledge of office organization, correspondence procedures and communication skills are required. Interpersonal skills: Ability to present a friendly, helpful, patient and caring impression to all. Basic computer skills with Microsoft applications. Valid Barbados driver's license.

16. Position Element

a. Supervision Received

Direct supervision by the Supervisory General Services Officer

b. Supervision Exercised

None.

c. Available Guidelines:

14 FAM and Annex, Housing Handbook, Mission Management Notices and Administrative Policies. GSO and other administrative sections standard operating procedures.

d. Exercise of Judgment

Must exercise judgment in assessing issues/complaints and assigning priorities.

e. Authority to Make Commitments

N/A

f. Nature, Level, and Purpose of Contacts

Must develop/maintain an understanding of any local conditions that will impact their area.

g. Time Expected to Reach Full Performance Level

One Year