



### INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post Belmopan, Belize	2. Agency Department of State	3a. Position Number 310901 100063
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3b. Subject to Identical Position? 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 Vacant)

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority FRC	Protocol Assistant FSN-0120			
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) N/A	7. Name of Employee Vacant
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8. Office / Section Executive Section	a. First Subdivision:
b. Second	b. Third Subdivision:

9. This is a complete and accurate description of the duties and responsibilities of my position  <u>Vacant</u> _____ 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)
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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)
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**13. Basic Function of Position** Serves as the personal assistant and advisor on protocol matters to the Ambassador, the Deputy Chief of Mission (DCM), their spouses, and other mission officials. The incumbent organizes events sponsored by the Ambassador, DCM, and the Embassy to include budget preparation, site visits, invitation preparation and caterer/independent contractor coordination. Incumbent addresses all protocol matters, maintains the main contact database for events and general use and prepares and tracks representational and Official Residence Expense (ORE) vouchers. Incumbent liaises with the staff at the Chief of Mission Residence (CMR), Deputy Chief of Mission Residence (DCMR) and the Embassy on issues pertaining to services, repairs, and/or supplies required for events at the discretion of the Ambassador and DCM

**4. Major Duties and Responsibilities** **100 % OF TIME**

## 15. Qualifications Required For Effective Performance

### a. Education

Completion of an Associate's Degree is required

### b. Prior Work Experience

Two years of experience in protocol affairs, public relations, customer service, administrative support, or a similar field, or a combination thereof is required.

### c. Post Entry Training

On-The-Job training in Embassy protocol procedures and State Department administrative regulations and procedures. Distance Learning courses including PS800 – Cyber Security Awareness, PA-453 – Ethics Orientation for New LE Staff; PA-496 LE Staff Performance Management Evaluation; PA-459 Protecting Personally Identifiable Information; Service; EX-251 - Annual Counterintelligence and Insider Threat Awareness Training; PA267 - Protocol Assistants Workshop and Computer Program training as needed (e.g. CONTACT database); 8 hours Smith's System Defensive Driving Course;

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

Level IV (Fluent Working Knowledge) speaking/reading/writing English is required.

### e. Job Knowledge

Good working knowledge of local protocol guidelines including general etiquette and social mores is required. Excellent working knowledge of Microsoft Word, Outlook, Excel, Publisher and CONTACT database is required. Good working knowledge of efficient secretarial/office management systems is required.

### f. Skills and Abilities

Excellent organizational and interpersonal skills are required. Must be able to work flexible work hours at the request of the supervisor, Chief of Mission, and Deputy Chief of Mission. Must be able to pass a physical examination as an incidental driver and must be able to maintain the medical certification for official vehicle driving privileges. Must hold a valid Belize driver's license. Must be able to pass a physical examination as an occasional driver and must be able to maintain the medical certification for official driving privileges. Individuals not meeting Federal Motor Carrier Safety Regulations medical requirement will not be authorized to operate U.S. Government vehicles.

## 16. Position elements

### a. Supervision Received

Incumbent is directly supervised by the Ambassador's Office Manager. Incumbent may also work closely with the Ambassador, DCM, and Officers in the Economic/Political Section.

### b. Supervision Exercised

None.

### c. Available Guidelines

2 FAM and Diplomatic Social Use book; 5 FAH-1 Correspondence Handbook and Standardized Regulations.

### d. Exercise of Judgment

Tact, initiative, and good judgment are required. Ability to prioritize work assignments and to take initiative to suggest appropriate action, particularly to avoid potential slights of protocol is required. Ability to multi-task, ability to change plans on a moment's notice and flexibility are required.



**e. Authority To Make Commitments**

Makes commitments in the actual setting up of venues for official events, and makes appointments as requested. Acts as occasional money holder and is responsible to the Embassy Cashier and the Supervisor for receipts. Commitments to purchase any goods or services must first be made through the procurement office.

**f. Nature, Level, and Purpose of Contacts**

Public and private sector personnel for purposes of scheduling appointments for official visitors events, visitors, and for maintaining contact lists.

**g. Time Expected to Reach Full Performance Level**

One year.

## **14. Major Duties and Responsibilities:**

### **PROTOCOL**

**75% OF THE TIME**

#### **Event Planning**

The incumbent organizes events sponsored by the Ambassador, Deputy Chief of Mission, and the Embassy to include budget preparation, site visits, invitation preparation and caterer/independent contractor coordination. Incumbent is the point of contact on representational, official, and other events sponsored by the Ambassador, DCM, and the Embassy. Often, events will be on short notice and require rapid preparation, such as a lunch for a visiting delegation. , at times, at least six months of preparation in advance prior to the event may be needed, such as the annual Independence Day celebration. All events must meet the within a Federal regulations and budgetary constraints set by Congress and Management.

Provides guidance to all Embassy personnel and Embassy contacts, including the Government of Belize, regarding local protocol customs and procedures, as requested. Ensures proper order of precedence for speakers, seating of VIP's and other distinguished guests.

Develops and maintains Embassy master invitation lists and other invitation lists for the Ambassador and DCM as required. Informs Security of all visitors and functions held at the Embassy and the Official Residences.

Incumbent serves as site advance staff throughout Belize for events such as official Fourth of July and holiday functions.

Prepares all invitations for official and unofficial functions and tracks attendance through RSVP calls and responses.

Produces all menus and place cards for official and unofficial functions for the Ambassador and DCM.

Works with Residence staff to ensure successful events. This includes but is not limited to set up and decoration, menu planning, shopping, developing timelines and serving etiquette.

Works with Residence staff and manages independent contractors (such as caterers, musicians, etc.) in organizing these official functions, often handling cash to pay these contractors.

Coordinates delivery and set-up of necessary equipment, (tables, podium, flags, etc.) as well as ensures that programs and schedules are accurately produced when necessary.

Incumbent attends all scheduled events to ensure all aspects of the event are in order and will remain until event is underway or completed as required.

The Protocol Assistant prepares and tracks representational and Official Residence Expense vouchers.

#### **Other**

In the absence of a Residence Manager, the Protocol Assistant is lead liaison between the CMR staff and the Executive Office/Embassy and is responsible for overseeing household operations at the discretion of the Ambassador and DCM. The Protocol Assistant ensures the Official Residences are always presentable for guests. This includes but is not limited to ensuring staff are fully trained, efficient, and properly presented. Counsels staff if necessary and interviews staff when vacancies occur. Submits maintenance and utility requests via eServices. Incumbent works closely with the Ambassador, the DCM, and his/her spouse on all Residence staff issues.



Provides American and Belizean flags and anthems on loan, as requested and when appropriate.

Manages stock of representational supplies such as invitation cards, menu cards, place cards, and gratuity note cards.

Arranges local and international airline and hotel reservations for the Ambassador and DCM, as required. Assists VIP and other travelers to Belize with country information, hotel accommodations, car rental, tours, etc.

Requests and confirms VIP lounge at the international airport for the Ambassador and other VIPs.

Writes letters of ‘congratulations,’ ‘regrets,’ and ‘thank you’, and responds to e-mail requests.

Manages the annual holiday gratuity distribution and other gratuities throughout the year. The annual holiday gratuity project requires approximately six months of preparation prior to distribution.

Additional services provided to the Ambassador and Deputy Chief of Mission include making reservations at public venues, arranging for purchase and delivery of theatre/event tickets, preparing representational vouchers, drafting official and social correspondence.

## **INFORMATION**

## **20% OF THE TIME**

Incumbent manages Embassy database of over 1,000 local contacts ensuring that information remains accurate and up-to-date. Also ensures back-up copies are kept current and that no one can make changes to the database. Database includes address and contact information, as well as personal information such as past employment, family status, and political affiliation. Maintains files of biographical information on local government leaders and produces biographies as requested. Topics range from securing background notes on government agencies; identifying appropriate contacts, local customs and laws; locating Belize tourism information, and information on medical facilities, local history, etc. Maintains contact with Government of Belize officials, diplomatic corps members, and private sector individuals as needed.

## **DESIGNATED MONEY HOLDER**

## **5% OF THE TIME**

Incumbent is a designated money holder in accordance with 4 FAH-3 H-394.4 and is required to account for any advances within 24 hours of receipt. Incumbent is personally responsible to the Cashier for any funds received in advance.

**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 related duties as assigned by the supervisor.”