

15. Qualifications Required For Effective Performance

a. Education

Completion of High School is required.

b. Prior Work Experience

Two years of progressively responsible secretarial, office clerical or administrative management experience is required.

c. Post Entry Training

Secretarial training is required; On-line Training: Sharing Folders, Schedules, and Contacts Using SharePoint Data in Outlook 2003, SharePoint 2007 Essentials, and Creating/Managing Personal Sites and Searches in SharePoint 2007; Customer Service; Semi-advanced Word Processing Training (Access, Outlook); Basic Management Skills training required; On the job training in Department of State procedures and Work Orders for Windows (WOW) software will be provided (for back-up duties only).

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

Level IV (fluent) English is required.

e. Job Knowledge

Must have a good working knowledge of office management procedures. Microsoft Word, MS Excel, MS PowerPoint, MS Access, Filing. Must have knowledge of FM ICASS Service Standards.

f. Skills and Abilities

Must have minimum 35 WPM typing ability, good organizational skills, and excellent interpersonal skills. Good secretarial and writing skills are required.

16. Position Element

a. Supervision Received

Is directly supervised by FSN Facility engineer.

b. Supervision Exercised

None

c. Available Guidelines

FM guidelines and FAM

d. Exercise of Judgment

Uses judgment in making appointments and in applying filing procedures and other skills for optimum results.

e. Authority To Make Commitments

As directed.

f. Nature, Level, and Purpose of Contacts

Mission American and LE Staff employees; Belmopan City Council and Utility companies, local vendors.

g. Time Expected to Reach Full Performance Level

Six months.

14. Major Duties and Responsibilities (Continue)

OFFICE CLERICAL/ADMINISTRATIVE MANAGEMENT

85% OF TIME

Maintains logs and records of meetings with the local municipality offices, and Government of Belize Ministry offices dealing with utility issues. Drafts official correspondence to both contractors, as well as the local government authorities to resolve issues such as coordinating permits and for facilitating ongoing projects and schedules for work. Establishes and upkeep FM file system, resource library; implements and documents tracking system for all FM administrative functions; Incumbent serves as a personal assistant to the FS and FSN Facility Manager for travel, general correspondence and also provides support information. Functions include scheduling meetings to coordinate logistics for contractors and maintenance work in our mission housing.

Employee is responsible for the day-to-day office management, filing, correspondence and coordination of all maintenance paper work. Prepares schedules for the Preventive Maintenance Visits and for the duty maintenance teams. Creates and maintains all maintenance related files and logbooks. Prepares compound access requests/authorization for outside contractors.

Coordinates the “keys” project for the USG leased residences; Coordinates lock-up of the section at the end of the day;

Serves as the Collaborative Management Initiative (CMI)/eServices representative for the FM section. This includes working closely with the Work Order Clerk to ensure all work orders are quickly and efficiently closed out and that the Dashboard reports reflect improved customer service specifically with meeting ICASS standards.

Handles customer inquiries and informs customers and supervisor(s) of all unresolved issues. Receives emergency work orders and emergency calls and coordinates the delegating of actions to the appropriate maintenance personnel. As required, prepares or assists with the preparation of any FM monthly/quarterly/yearly reports.

Serves as the Time and Attendance keeper for the FM Section. This includes ensuring leave requested is available on Employees’ ELS and ensuring no overlap of approved leave. Manages the FUSE program for monitoring employee’s absences to ensure required coverage at all times.

Serves as the ARIBA logistics coordinator for Facility Maintenance Section. This includes entering requests for purchases and following up to ensure receipt of ordered goods.

Assists with budget preparation and procurement planning activities. This includes doing internet and intranet researches for necessary tools and equipment if needed.

Manages the supply cabinet for the FM section. Monitors stock level and replenishes stock as appropriate.

Maintains a separate Preventative Maintenance File for each residence and major equipment. During make ready periods, ensures all make-ready checklists for FM related actions are complete and that checklists are appropriately filled out.

Sharepoint**10% OF TIME**

SharePoint – Maintains the SharePoint site for the Facilities Maintenance Section. Serves as post's intranet SharePoint administrator for the section with duties including adding and modifying content, managing users and groups, creating and deleting schedules/contacts and customizing the site.

Incumbent serves as the back-up for Work Order Clerk.

Designated Money Holder**5% OF THE TIME**

Incumbent is a designated money holder in accordance with 4FAM 392.2 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.

This job description summarizes the core responsibilities assigned to the position; however, it 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 Facility Managers.