



**VACANCY ANNOUNCEMENT  
ANNOUNCEMENT NUMBER: 11/025**

**OPEN TO:** All Interested Candidates/All Sources

**POSITION:** Receptionist/ Switchboard Operator  
FSN-04/FP-AA

**OPENING DATE:** February 23, 2011

**CLOSING DATE:** March 9, 2011

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** P61,256 p.a. (Starting salary)

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

The U.S. Embassy in Gaborone is seeking an individual for the position of Receptionist/Switchboard Operator

**BASIC FUNCTION OF POSITION**

Incumbent is the Embassy Receptionist providing greeting and guidance to visitors, notifying persons or offices of visitors; providing greeting and guidance to incoming callers and forwarding calls to persons or offices; operates a facsimile machine to transmit and receive fax communications, provides call cost accounting assistance, and may provide coverage of basic mailroom operations. These services are provided to all agencies and offices within the mission.

1. A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact **(3953982 ext 2421)**

**QUALIFICATIONS REQUIRED**

-- Completion of secondary school is required  
--One to two years of experience in secretary or receptionist position at least one year computer experience with Microsoft Word Excel and Outlook email applications is required.

- Level IV English and Setswana is required (fluent both written and spoken).
- Must be able to operate a remote operator console to make, receive, forward and conference calls, as well as other functions.
- Must be able to operate a facsimile machine to receive and transmit fax communications.

## **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically 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 (DS-174); **or**
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE (see section 3A below for more information); **plus**
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
6. 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. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

**SUBMIT APPLICATION TO:**

Human Resources Assistant  
American Embassy  
P.O. Box 90  
Gaborone (or hand deliver)  
Or email: [HROGaborone@state.gov](mailto:HROGaborone@state.gov)

**POINT OF CONTACT**

Name Motlalepula Mmakgonya  
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**CLOSING DATE FOR THIS POSITION: March 9, 2011**

The US Mission in Gaborone 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.