

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

The GSO/A has 4 primary areas of responsibility as described in 13,, but may be called upon to support each of the GSO sub-sections. . Support may be indirect through special projects affecting the operations of any one of the GSO sub-sections. Consequently, familiarity and proficiency with regulations governing all GSO operations is necessary. (CONTINUED on last page)

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

University degree in Travel Management, Business Administration, Logistics Management or similar field is required.

b. Prior Work Experience:

A minimum of 5 years of progressively more responsible work experience in logistics management, travel or business administration, including at least one year in a supervisory position is required with an emphasis on leading teams to accomplish specific goals

c. Post Entry Training:

Required to take the State Department GSO course within the first year on the job. Periodic training on the job and in the classroom after the initial GSO course will be required.

d. Language Proficiency: List both English and host country language(s) by level and specialization:

Level IV ability in both English and Setswana (Fluent in both written and spoken English and Setswana).

e. Job Knowledge:

Must obtain working knowledge of Department of State and other agency regulations governing travel, shipping, housing, and motor pool, as well as working knowledge of specialty software such as:ILMS Asset Management and Ariba, eServices, WebPass RPA, ,, and OBO real estate software. Must possess good knowledge of local market practices and suppliers, general knowledge of the real estate market, and general knowledge of host country shipping and customs regulations.

f. Skills and Abilities:

Must be computer literate with experience working with Microsoft Word, Excel, and the Internet. Attention to detail is as important as speed and accuracy. Must be able to write policy recommendations and lengthy reports as needed. Must be able to communicate with a wide audience, including all levels of Embassy employees. Valid driver's license with a clean record. May be required to drive work vehicles..

16. POSITION ELEMENTS

a. Supervision Received:

Directly supervised by the General Services Officer.

b. Supervision Exercised:

Will directly supervise GSO Shipping, Motorpool, Travel and Housing sub-section staff.

c. Available Guidelines:

FAM, FAH, FAR, DOSAR, A/OPE guidelines/cookbook

d. Exercise of Judgment:

Must be able to make decisions to achieve section goals while providing excellent customer service. Must exercise sound judgment in dealing with vendors and contractors in order to obtain best value for the services and goods required by the Embassy. Must be able to effectively lead work teams in the pursuit of Mission goals while abiding by USG regulations for proper supervision and management.

e. Authority to Make Commitments:

For routine purchases has the authority to select and recommend the lowest bidder or best value bidder.

f. Nature, Level and Purpose of Contacts:

Primary contacts include vendors, contractors, and direct-hire personnel at agencies serviced by the GSO office. All contacts are routine to the GSO subsections. More detailed complex discussions with the GSO, MO, Facilities Manager and local employee supervisors will be needed to develop action plans, complete reports to Washington and develop policies. More detailed contact with vendors, landlords and property managers will also be needed to coordinate work and reach agreement on projects.

g. Time Expected to Reach Full Performance Level:

One year

SPECIAL PROJECTS (15%)

Special projects may include but are not limited to those projects of a non-recurring nature or occur on an irregular basis and are not part of the normal duties of the position. Examples are: 1. GSO liaison with other involved sections on chancery construction projects, office refurbishment projects, etc. 2. Assist the GSO in logistical aspects of VIP delegations 3. Other logistical support projects as assigned.

HOUSING (35%)

Manages the housing program at Post and supervises the Housing Assistant. The GSO/A will also serve as the Housing Assistant's backup during his/her absence and follow up on all landlord-assigned work orders, ensure prompt lease payments, timely submission of required real estate reports, and be the Embassy point-of-contact for all landlord and occupant housing-related queries. In addition, the GSO/A will assist the Housing Assistant conduct research to determine fair market values and assist the ongoing search for adequate housing and with other Housing-specific projects with a wide impact.

SHIPPING AND CUSTOMS (20%)

Supervises the Shipping Assistant and directs the shipping, customs clearance, and expediting programs at Post. The GSO/A will serve as the Shipping Assistant's backup during his/her absence and be responsible for incoming and outgoing air and sea shipments as well as local shipments of supplies and equipment from vendors/contractors to the U.S. Embassy in Gaborone. In addition, the GSO/A will assist the Shipping Assistant with other shipping-specific projects with a wide impact such as Transportation Lite implementation. Serves as section's prime liaison with Botswana Custom's officials and private transportation companies and cultivates positive working relationships with those individuals key to an efficient transport and clearance procedures of Embassy and employees' personnel property.

MOTORPOOL DISPATCH AND OPERATIONS: (20%)

The GSO/A will supervises the Motor Pool Supervisor and the entire section through the supervisory chain and provides assistance in daily oversight, to include adherence to all FAM and FAH-mandated accountability measures governing motor pool operations. Will provide oversight for the Mission school shuttle to ensure safe and efficient operation.

TRAVEL OPERATIONS AND OVERSIGHT: (10%)

Supervise the Travel Assistant and direct the travel program at Post. Ensure that travel practices at Post adhere to all FAM and FAH regulations that govern official travel.