

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

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

<b>1. POST</b> Gaborone	<b>2. AGENCY</b> State	<b>3a. POSITION NO.</b> C55100
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**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED**  
**AFTER THE "YES" BLOCK.**     **Yes**     **No**    **C55101**

**4. REASON FOR SUBMISSION**  
 a. Redescription of duties: This position replaces

Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)

b. New Position

c. Other (explain)    **UPDATED**

<b>5. CLASSIFICATION ACTION</b>	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority HRO	Mailroom Operations Clerk, FSN-130	05	CH	11/26/2010
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Mailroom Operations Clerk	<b>7. NAME OF EMPLOYEE</b>
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<b>8. OFFICE/SECTION</b> Mailroom	a. First Subdivision Information Program Center
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b. Second Subdivision: Management Section	c. Third Subdivision
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<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
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_____ Typed Name and Signature of Employee      _____ Date(mm-dd-yy)	_____ Typed Name and Signature of Supervisor      _____ Date(mm-dd-yy)
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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.**

**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.**

Cassandra Hamblin

\_\_\_\_\_  
Typed Name and Signature of Section Chief or  
Agency Head

\_\_\_\_\_  
Date(mm-dd-  
yy)

\_\_\_\_\_  
Typed Name and Signature of Admin or Human  
Resources Officer

\_\_\_\_\_  
Date(mm-dd-yy)

**13. BASIC FUNCTION OF POSITION**

Incumbent is one of two Mailroom Operations Clerks responsible for unclassified diplomatic pouch and mail operations, providing service to 8 Foreign Affairs agencies and organizations at post. The incumbent is responsible for all mailroom operations. In this capacity incumbent prepares/sorts all pouches, tracks sends/receives, creates documentation in ILMS and ensures all electronic documents are accurate for transmission to Diplomatic Pouch & Mail in Washington. Incumbent provides dispatch and receipt of local, international postal, and priority material via DHL/FEDEX or other expedited mail service. Provides reproduction and facsimile services.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**90 % OF TIME**

Incumbent is the Mailroom Operations Clerk responsible for the unclassified diplomatic pouch and mail operations, providing service and support to 8 Foreign Affairs agencies and organizations at post, including State, AID, PC, CDC, ILEA, IBB, DAO and ODC. In this capacity incumbent must prepare, document, dispatch and track all outgoing pouches and material. Responsible for creating pouch invoices and shipment documents in the automated Integrated Logistics Management System (ILMS). Must prepare pouches, properly weigh, attach pouch seals and affix destination labels to outgoing unclassified mail pouches in accordance with appropriate mail routing and labeling instructions. Must remain cognizant of DOS and IRM regulations and guidance to ensure safe, secure and authorized usage of DoS mailroom facilities. Sorts mail in accordance with DOS regulations in the Embassy mail screening facility ensuring all suspicious mail is screened properly and x-rayed as required.

Incumbent makes weekly unclassified courier runs to and from the airports. Driver license is required including excellent driving record. Mailroom Operations Clerks complete customs and clearance forms for processing outgoing pouches through airport customs. Incumbent inspects all incoming pouches to ensure all contents are not damaged or security seals are not compromised. Ensures all outgoing pouches are handled properly and not x-rayed in accordance with DOS regulations.

Incumbent contacts all mail recipients for mail call and assists in processing all incoming and outgoing packages and mail for all Embassy and agency customers. Prepares, coordinates, dispatches, and receive packages/mail to and from IBB in Selebi Phikwe, and ILEA in Otse, both out of town locations. The incumbent assists customers in calculating postage required for outgoing packages using the U.S. Postal zip codes. Returns Sac Vides (empty pouch bags) to DPM, as needed.

Incumbent provides dispatch and receipt of local, international postal, and priority material via DHL/FEDEX or other mail services. Dispatches and receives mail via international postal service, picks up and delivers all local interoffice mail, and newspapers distributing to the different sections/offices in the Embassy compound. Incumbent is responsible for the security of and processing of incoming and outgoing mail using the mail screen facility for processing of all local incoming mail to the Embassy. Prepares, documents, dispatches and tracks any packages/ mail needing to be expedited via DHL and FEDEX offices using appropriate web sites for tacking.

Incumbent provides dispatch and receipt of local, international postal, and priority material via DHL/FEDEX or other expedited mail service. In this capacity incumbent dispatches and receives mail via the international postal service, picks up and/or delivers any local distribution or mail as necessary to local or government offices. Incumbent prepares, documents, dispatches and tracks any material needing expedited service via DHL and FEDEX offices using appropriate web sites for tracking. Incumbent maintains files of airport airway bills, ILMS pouch invoices/receipts, and other forms for record keeping. The incumbent is responsible for the franking/postal machine for all local outgoing mail and reports, as well as, scheduling periodic maintenance with local vendor. Incumbent reports to FMO semi-annual ICASS workload statistics. All end of year files are reviewed and deleted in accordance with DoS regulations.

**10% Of Time**

Incumbent provides reproduction and facsimile services. In this capacity incumbent provides Xerox reproduction services to the Embassy offices as needed. Provides transmission and receipt of unclassified fax communications, records time stamp data, and returns all hard copy communication to owner. Incumbent provides back-up and coverage support of the Receptionist/Switchboard Operator position as needed. In this capacity provides greeting and guidance to incoming callers and visitors. Utilizes experience and knowledge of office and agency activities to help ensure proper guidance and direction may be given to callers or visitors. Updates and maintains the Embassy Directory and Telephone list as needed. Incumbent presents a cheerful and professional demeanor and attitude at all times, and may need to react to adverse situations requiring immediate action to record and pass information to appropriate personnel/office. This may include but is not limited to verbally abusive situations or bomb threats.

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education: Completion of secondary school is required.
- b. Prior Work Experience: One year experience in mail handling. At least one year computer experience using Microsoft word application is required.
- c. Post Entry Training:  
On the job training.
- d. Language Proficiency: List both English and host country language(s) by level and specialization: Level 3 (Good Working Knowledge) both English and Setswana is required.
- e. Job Knowledges: Must be able to thoroughly learn and understand Department of State regulations and guidelines for the handling of the diplomatic pouch and mail, as well as the organizations, offices, personnel and practices of the agencies served.
- f. Skills and Abilities: Excellent interpersonal skills are vital as incumbent must interact with all personnel. Americans and FSN's at all levels from each agency served. Must be diplomatic and service oriented. Incumbent must be able to carry and move around bulk material weighing as much as 20 kilograms. Must have the ability to use word processing and email applications.

**16. POSITION ELEMENTS**

- a. Supervision Received: Incumbent will receive direct supervision from the IMO.
- b. Supervision Exercised: none.
- c. Available Guidelines: DOS regulations 5 FAM 300 Information Resource Management, 5 FAH-10 Pouch and Mail Handbook, Post policy guidelines and both verbal and written instructions. Local and international postal regulations.
- d. Exercise of Judgment: Exercised daily to ensure secure and reliable operations, pouch restrictions and authorized usage.
- e. Authority to Make Commitments: None
- f. Nature, Level and Purpose of Contacts: Extensive daily contact with all levels of Direct Hire and Locally Employed Staff, as well as local commercial and governmental contacts.
- g. Time Expected to Reach Full Performance Level: Six months

