



**Protocol Function (70%)**

Coordinate and handle all representational events for the Ambassador and Deputy Chief of Mission (DCM) such as receptions, luncheons and dinners for high-level Government of Botswana (GoB) officials and VIP visitors from the U.S. with little or no assistance. Position requires working with ORE staff, caterers, florists, GSO staff, etc., to address all details of an event. Work with local restaurants, hotels, and other venues to contract catering services as necessary. If planning a seated event, prepare place cards, menu cards, and seating charts based on rank of guests. Meet and greet guests, identifying individuals as they arrive for the Ambassador and DCM.

Draft invitations and, based on the type of event, prepare a list of suggested invitees. Once approved, print invitations, address and coordinate timely delivery of the same with Motor Pool. Place follow-up calls to event invitees who have not responded. Maintain up-to-date guest RSVP lists to keep the Ambassador or DCM updated on how many people to expect and which high-level guests have accepted. Assists the Control Officer for the official 4th of July celebration by coordinating with the entire U.S. Mission on the 400+ person guest list, planning event details, and working at the event greeting guests.

Work with RSO Section to coordinate Embassy access requests for FO visitors. Submits RSO requests for additional security needs for representational events at the CMR or DCMR when necessary.

At the direction of the FO arrange appointments with local government organizations or NGOs for the Ambassador, DCM, VIPs, CODELs and other visiting officials. Serves as a site officer at the GoB offices for all VIP and CODEL visits. Conveys messages from the Ambassador and the DCM to GoB Officials and local contacts. He/she must develop a strong and cordial relationship with the GoB Protocol Office and various Ministerial offices within the GoB, and local NGO and private-sector offices.

If an event is held at a venue other than the Ambassador or DCM's official residence, make arrangements with the restaurant/venue to direct-bill the Embassy since many places do not accept credit cards. Make reservations for the Ambassador and DCM at public venues.

Since most phone calls for the FO go through the Protocol Assistant, he/she must be fluent in English and Setswana in order to receive and screen incoming phone calls. He/she must take calls transferred from the FO due to the caller's lack of English. Receive and screen mail and other correspondence addressed to the FO ensuring only items that warrant FO action go to the FO. Route outside invitations through relevant section heads prior to submission to the FO so an informed decision on how to respond can be made. Draft social correspondence for the Ambassador and/or DCM as needed (i.e. congratulatory letters, condolence letters, thank-you notes, etc.)

Maintain an up-to-date list of Government of Botswana officials, diplomats accredited to Botswana, corporate executives and NGO leadership members for reference. Organizes the gathering of biographies and relevant information on prominent figures in Botswana. Maintain the Diplomatic Notes numbering system. Track incoming diplomatic notes ensuring the FO receives a copy. Coordinates holiday gratuity gifting for key Mission contacts annually.

Advise FO and/or other sections on local customs and sensitivities. Advise the FO and Embassy staff on appropriate protocol and precedence for official functions and visits. Job Holder will be required to routinely advise the COM & DCM all protocol matters regarding procedures for communicating with the Government of Botswana as well as other diplomatic missions and private companies and individuals. Job Holder must have extensive knowledge of all influential figures in the host nation, including politicians, judges, private business executives, journalist, etc... and be able to advise on what motivates their actions and recommend appropriate strategy for communicating with and influencing them. Assist other offices during visits. Make arrangements and send out notifications for the Embassy Condolence book when need arises. Assist the Ambassador and the DCM with in-country travel arrangements including suggesting possible hotels and restaurants in the area to be visited.

The Protocol Assistant must use many skills in order to keep up with the many demands of the position – Intellectual (fluent in English and Setswana), Interpersonal (making appointments & meeting and greeting guests), Managerial (directing the ORE staff) and Knowledge (seating charts by rank; cultural sensitivities). Maintains his/her composure under extreme pressure and must be highly skilled in negotiations.

**Administrative and IT (30%)**

Monitor and maintain records of the representational budgets of the Ambassador and DCM. Work with the FMO to ensure that representational functions are properly funded. Prepare representational and other vouchers and invoices to present for payment after official events. Process routine ORE expenses for the Ambassador and DCM. Maintain Protocol IT equipment. Ensure that there is an adequate supply of card stock for invitations, notes and other supplies as needed in order to properly perform his/her duties.

Maintains the list of gifts presented to the Ambassador, consults with GSO and MO to assess and report value,



15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

**An Associates Degree or host country equivalent (two years of College studies) in Hospitality and Hotel Management, Political Science, Language Arts or related field is required.**

b. Prior Work Experience:

**Four years of progressively responsible secretarial and protocol work experience including one year of event planning experience is required.**

c. Post Entry Training:

**On-the-job training including instruction in the DOS systems and processes. Foreign Service Institute courses on protocol procedures**

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

**Level IV English and Setswana language ability (written and spoken) is required.**

d. Job Knowledges:

**Must have comprehensive knowledge of: Botswana Government protocol guidelines; general etiquette and social customs of Botswana; aspects of the political structure and situation of Botswana affecting protocol; and of protocol source references utilized in Botswana. Must have solid understanding of the overall political structure of Botswana. Must have working knowledge of how an embassy functions. Knowledge of US government administrative procedure is desired.**

e. Skills and Abilities:

**Must be able to work in a multinational environment. Ability to develop and maintain access to high-level contacts within the Botswana Government, with the diplomatic community, business leaders, and influential citizens who shape public opinion. Must have strong customer service skills and exercise courtesy, tact, maturity and good judgement. Must be able to organize multiple, complex social events and work independently, exercising judgement, discretion and initiative. Must have a positive approach to problem solving. Must be proficient in the use of Microsoft Office products including Word, Outlook, and Excel. Must be well organized and attentive to detail. Must be able to work a flexible schedule including evenings and occasional weekend hours and be available for limited travel within the country. Must have basic accounting skills to perform calculations or prepare budgets and monitor spending levels.**

16. POSITION ELEMENTS:

a. Supervision Received:

**Position is supervised by the Ambassador's Office Management Specialist.**

b. Supervision Exercised:

**None. Will be responsible for providing supervisory work guidance to official residence staff, mission staff and contractors during representational functions.**

c. Available Guidelines:

**Foreign Affairs Manual and Department of State Diplomatic and Social Usage guidelines. American, Botswana and international protocol and correspondence guides. State Department Foreign Affairs Handbook.**

d. Exercise of Judgement:

**Exceptional tact and diplomacy are required. Adherence to established Mission wide procedures for various official and social functions and meetings to ensure proper compliance. Negotiate and mediate conflicting demands among individuals of similar rank and importance. Screen visitors and calls to the Front Office. Recommends guest lists for official events. Considerable judgement is required when establishing priorities while striving for accuracy and timeliness in completing tasks and planning events.**

e. Authority to Make Commitments:

**Under instruction from the Front Office, establishes dates and times for representation events and meetings. Has limited authority to use own discretion during event preparations.**

f. Nature, Level, and Purpose of Contacts:

**Counterparts in the Ministry of Foreign Affairs' office of protocol, high-level dignitaries and officials who are contacts of the Ambassador and DCM. Also must have contacts at all levels within the diverse social groups in Botswana.**

g. Time Expected to Reach Full Performance Level:

**Six months to one year.**