

## **POSITION: GSO ASSISTANT**

### **BASIC FUNCTION OF POSITION**

Serves as primary point of contact for the GSO office, upholding highest level of customer service standards. Provides administrative, clerical and secretarial assistance to the Supervisory General Services Officer (S/GSO). Performs general administrative, clerical, typing and filing duties for the GSO office. Coordinates and directs communication among eight GSO offices, all Embassy personnel, local government officials, and local businesses. Serves as the designated GSO sub-cashier and controls local currency cash advances up to Kyat 8,000,000. Records time and attendance for all GSO personnel. Other duties as instructed by the S/GSO.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Serves as a primary point of contact for the GSO office, upholding highest level of customer service standards. Under the direction of the S/GSO, coordinates and directs communication among eight GSO offices, other Management offices, and all Embassy Personnel (both Americans and Locally Engaged Staff). Communicates with appropriate government officials and foreign contacts (including MOFA and YCDC) on GSO-related issues. Maintains contacts with local businesses, vendors, hotels and other service providers. Advises mission personnel of GSO policies, procedures, and regulations. Maintains and updates the S/GSO's calendar, schedules appointments and meetings, submits Motorpool requests when needed. Coordinates office-wide meetings and events schedule. Performs secretarial work for the S/GSO, including preparation of GSO announcements, filing of GSO documentation, and maintaining electronic files. Reviews incoming correspondence, determines distribution and takes independent action consistent with GSO policies. Serves as backup to Management Assistant, as needed. (60%)
2. Conveys instructions, notices and directives to all GSO offices. Coordinates with each office to obtain essential information required by the S/GSO, including annual gratuities requests, annual training surveys, end-of-year purchase requests, new position requests and justifications, workload metrics and service standards. Translates documents from English to Burmese and Burmese to English as needed. Organizes representational functions, Open House events, teambuilding events and brown-bag lunches for GSO office. Reviews GSO processes to identify areas for improved efficiency, cost savings and environmental impact. Serves on Embassy Green Team. Submits all GSO Notices, Instructions, and Announcements to the Webmaster for posting on Embassy website. Reviews and maintains GSO internal website. (15%)
3. Serves as sub-cashier for GSO, works closely with B&F on maintaining appropriate levels of petty cash for GSO needs. Manages 8,000,000 Kyat, which is equivalent to USD \$8,000 petty cash. Manages the financial side of GSO sales: receives deposits in cash, receives payments from successful bidders, and refunds deposits. Manages GSO sales paperwork. (10%)

4. Responsible for Time and Attendance, overtime bi-weekly reporting records for GSO office (2 American officers, 2 EFM, 40 LES). (10%)
5. Personally responds to customer inquiries and provides necessary guidance and information to Embassy personnel. Follows up with customers and GSO staff to insure that various commitments are kept. (5%)