



Vacancy Announcement

Embassy of the United States of America
Bujumbura, Burundi

Vacancy Announcement No. 2012- 06

April 24, 2012

Open To: All Interested Candidates/All Sources

Position: FMM Administrative Assistant FSN-6

Opening Date: Immediate

Closing Date: **REVISED DATE: May 7, 2012 at 17:00.**

Work Hours: Full Time Schedule - 40 hours/week

THIS NOTICE CHANGES THE DUE DATE FOR APPLICATIONS

The U.S. Embassy in Bujumbura is seeking an individual for the position of Administrative Assistant in the Facility Management Section. All ordinarily resident (OR) applicants must have the required work and/or residency permits to be eligible for consideration.

BASIC FUNCTION OF POSITION

The incumbent provides administrative support to the Facility Manager (FM), NEC Engineers and designated Maintenance Supervisors, and acts as the Customer Service Representative on Residential needs. The Administrative Assistant reports directly to the Facility Manager and relieves the Facility Manager of operations and administrative details through the exercise of administrative planning and coordination of personnel, facility and equipment resources assigned to the Facilities Management Office.

MAJOR DUTIES AND RESPONSIBILITIES

ADMINISTRATIVE DUTIES:

60%

- Coordinates TDY visit process, ensuring all the paper work and reservations are made. Duties relative for Facility Maintenance TDY visitors and staff only.
- Support with utility services relating to administrative and technical issues for water, light and phone bills.
- Provide administrative, investigative and/or project assistance to Group Supervisors within the F M section.
- Makes requests for office supplies.
- Maintains electronic files and a hard copy central filing system.
- Handle Time and Attendance (T&A) and maintains records for monitoring all aspects of time and attendance records for the employees in the section.
- Encourage/promote good understanding/relationship among staff or staff and supervisors.

- Responsible for the FAC Web Page, for the creation process and the updates.
- Creates and updates miscellaneous Staff and Contact Phone lists.
- Updates the Safety and Maintenance bulletin boards in the NEC as applicable.
- Provide in-briefs to new locally hired employees.
- Facilitates the timely processing of oral and written communications with internal and external personnel for the office. Routes calls as appropriate.
- Prepares routing correspondences, reports and proof reads for distribution using various computer software applications as appropriate, checking for completeness and accuracy.
- Safeguards the confidentiality of office administration paperwork by exercising discretion in communicating information to other staff employees regarding personnel actions, performance evaluations and similar confidential items.

CUSTOMER SERVICE:**35%**

- Incumbent is the primary point of contact (One Stop Shop) for ICASS customer's residential needs. Receives customer inquiries regarding maintenance.
- Responds to maintenance related inquiries by gathering relevant facts, consulting with necessary personnel, and reporting back to customer with status. Follows-up as necessary until issue is satisfactorily closed.
- Advises customers with non-maintenance needs the proper avenue and supporting documentation required to submit their requests. Provides electronic or hard copy of all paperwork required for each specific request and point of contact information for responsible parties. In cases where no documentation is required, directly forwards request to responsible party and advises customer of status.
- Develops and maintains contacts with local telephone service providers and assists customers with issued telephones as required.
- Maintains a list of qualified contractors in a variety of fields for referral to customers seeking expertise for non-official residential needs.
- Maintains a log of all customer inquiries and resolutions.
- Conducts periodic and spot checks with customers to ensure customer satisfaction.
- Monitor emergency calls and ensure that messages are relayed to appropriate individuals. In the absence of appropriate supervisors, takes necessary steps to insure emergency maintenance services are provided.

BACK UP WORK ORDER CLERK:**5%**

- Back-up for the Work Control Clerk on the PASS Web Work Order for Windows, in charge to input into the PASS system the work order requests, checking each work order to determine which agency is to be charged. Distributes orders to maintenance supervisors and monitors work orders to assure that the priority system is flowed to adjust priorities in the face of unexpected emergency work orders and to identify and inform problems to the Facilities Manager.
- Back-Up for Class "B" Cashier.

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the supervisor.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. **Education:** Successful completion of secondary school is required.
- b. **Prior Work Experience:** Minimum of two years experience working as an administrative assistant or within an office environment that provides a customer related service and environment.
- c. **Post Entry Training:** Position may require individual to travel TDY for the purpose of receiving on the job training as required.
- d. **Language Proficiency:** Both English and host country language proficiency, spoken and written are requirements for this position. Level 3 knowledge of verbal and written English is required; Level 4 verbal and written usage of the Kirundi and Swahili is also required.
- e. **Job Knowledge:** The incumbent shall possess job knowledge to include general computer literacy and basic math. Must be proficient in the use of Microsoft Office software (Outlook, Word, Excel, Power Point etc) and other computer programs
- f. **Skills and Abilities:** Must have excellent interpersonal skills and be able to handle a large workload and multiple tasks. Must be organized, methodical, decisive, and have professional telephone skills.

POSITION ELEMENTS

- a. **Supervision Received:** Position is supervised directly by the Facility Manager. In his absence or as delegated he/she may be supervised by the Electrical or Mechanical Engineer Supervisor acting on the Facility Managers behalf.
- b. **Supervision Exercised:** This is a non-supervisory position. However individual shall be required to direct maintenance staff employees, service contractors and vendors to respond to scheduled, unscheduled work assignments and emergency situations or otherwise as directed by the Facility Manager.
- c. **Available Guidelines:** Work Orders for Windows (WOW) training guide, Facilities Maintenance Handbook, Post Housing Handbook; Post Operations and Maintenance manuals will all be onsite or accessible by computer. T&A training guide, post correspondence manuals are additional guideline references.
- d. **Exercise of Judgment:** Judgment is a requirement of this position in the allocation of daily scheduled/unscheduled work requests, coordination of maintenance staff, service contractors and interface with all requesters.
- e. **Authority to Make Commitments:** The position has no direct authority to make commitments, but will coordinate with Consulate staff, maintenance staff, service contractors and vendors on approved commitments as directed by Facility Manager or upper level Management in his or her absence.
- f. **Nature, Level and Purpose of Contacts:** To provide functional support to the Embassy / Consulate American employees, family members and local staff relating to facilities issues. Levels of contact with contractors shall be held to a minimum or otherwise as directed by Facility Manager.
- g. **Time Expected to Reach Full Performance Level:** 6 months

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. Application for Employment as a Locally Employed Staff or Family Member (DS-174); or a current resume or curriculum vitae; **plus**
2. 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.
3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Application for Employment.

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 Office
Attention: The Human Resources Officer
Embassy of the United States
Avenue des Etats Unis
B.P 1720 Bujumbura
or
Email: BujumburaHR@state.gov

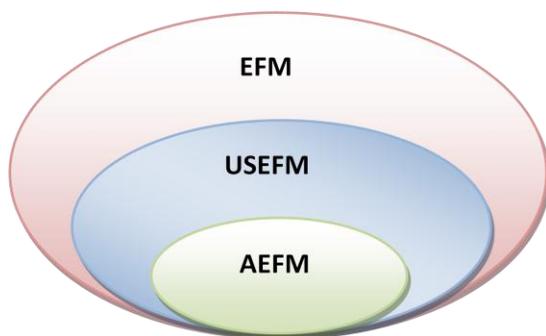
POINT OF CONTACT

Telephone: 22.207.263

CLOSING DATE FOR THIS POSITION: May 7, 2012 at 17:00

The US Mission in Bujumbura 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.

DEFINITIONS

This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;

- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **US Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- **Is** listed on the travel orders **or approved Form OF-126, Foreign Service Residence and Dependency Report**, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed **service** member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (**AIT**), and who is under chief of mission authority; and
- **Is** residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).