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**UNITED STATES MISSION-BOGOTA
VACANCY ANNOUNCEMENT**

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No. 063-2015

Job Vacancy

May 8, 2015

Note 1: All Ordinarily Resident (OR) applicants, U.S. and third country citizens, who are not Family Members of USG employees officially assigned to post and under Chief of Mission authority, must attach copies of the required work and/or residency permits to be eligible for consideration.

OPEN TO: All Interested Candidates

POSITION: Telephone Operator
FSN-4*/FP-AA**

OPENING DATE: Friday, May 8, 2015

CLOSING DATE: Friday, May 22, 2015
by no later than 4:00 P.M. Eastern Standard Time

WORK HOURS: Full-time; 40 hours/week

SALARY: *Ordinarily Resident (OR): \$18,603,742 COP
(Starting annual salary) - Position Grade: LCP/FSN-4

**Not-Ordinarily Resident (NOR): \$25,011 USD
(Starting annual salary) - (Position Grade: FP-AA) to be confirmed
by Washington depending upon funding availability.

Note 2: U.S. Citizens including U.S. Veterans who are not USEFMs (see definitions section) if hired will be paid under the Local Compensation Plan (LCP): \$18,603,742 COP.

Funds availability limits this position to the Foreign Service National local compensation plan.

Please pay special attention to the “Language Testing Procedures” portion (3rd page) since applicants must attach language test results to the application in order to be considered.

The U.S. Embassy in **Bogota** is seeking an individual for the position of **Telephone Operator** in the **Information Resource Management Section (IRM), Switchboard Unit.**

BASIC FUNCTION OF POSITION

This position supports the entire U.S. Mission to Bogotá Colombia and provides administrative support by compiling contact information related to Embassy employees. The incumbent operates a computer based console-type telephone switchboard to receive and place internal, domestic and international calls both in English and Spanish. Responds to basic inquiries and assists callers in locating individuals they seek, using directories and organizational charts. Receives and sends facsimile messages for internal Embassy customers utilizing the switchboard facsimile machine. While answering the telephones, the incumbent provides the public with routine consular information and pre-screens incoming calls for the Embassy. The incumbent will work night, weekend and holiday shifts, as needed.

QUALIFICATIONS REQUIRED

Note 3: All Applicants must address each selection criterion detailed below, with specific and comprehensive information supporting each item. **Addressing this information in a cover letter is highly recommended.**

- a. **Education:** Completion of high school is required. **(Attach a copy of transcripts and/or degree certificates to be eligible for consideration).**
- b. **Prior Work Experience:** One-year of switchboard experience or one year of experience in a busy office environment using business applications such as Microsoft Office Suite is required.
- c. **Language Proficiency:** *Please see below instructions for Language requirement**.*
 - **English Level III (good working knowledge)** is required; **attach copy of English certificate to be eligible for consideration.** Standard scores for this level are: TOEIC PBT: 650-849; TOELF ITP/PBT: 540-617; TOELF iBT: 87-109; IELTS: 7.0-7.5; iTEP: 4.0-4.9; FCE: Level 3.
 - **Spanish Level IV (fluent)** is required.
- d. **Skills and Abilities:**
 - Must exercise excellent customer service skills when dealing with all callers and interacting with others, stay alert and employ tact when dealing with threats directed towards the Embassy.
 - Must have the stamina to be able to work long hours while at the same time maintain a pleasant and helpful demeanor.
 - Must be able to work on a rotational schedule which includes nights, weekends and holidays if it is required.

Specific test(s) will be administered.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

****LANGUAGE REQUIREMENT (Please note new language test instructions below).**

Primary Language: In order to meet the language requirement, all applicants **MUST** indicate in their applications or in a cover letter their primary or native language. **A language test will not be conducted in the applicant's native language unless requested by the selecting office.**

Secondary Language(s): When two or more language requirements are stated in the Vacancy Announcement, language tests are required for those languages that the applicant does not identify as the primary, first-spoken, or native language. If an applicant claims fluency in multiple languages, the applicant must identify ONE and only ONE language as primary, first-spoken or native. ALL applicants will be tested in any other language listed in the Vacancy Announcement that is not listed in the application as a primary language.

LANGUAGE TESTING PROCEDURES

Most of the positions at the Embassy require specific levels of both Spanish and or English. All applicants must attach copies of valid language tests (in non-primary language) results to the application of

employment. The Embassy will only accept the standard language tests as follows: **TOEIC, TOEFL (IBT/ITP/PBT), IELTS, iTEP, FSI**, or the specific **English test administered by In Other Words S.A.**, or First Class English (FCE) Institutes and **Spanish test administered by "Torres Institute"**.

Applicants who have completed a University Degree in the United States or any other English speaking country will be exempt from taking the English Test.

Applicants who are currently working in a position at the Embassy that require the same level of English will be exempt from taking the English Test.

For applicants who have previous work experience at other U.S. Embassies, the language level required for the position performed at that post will be confirmed by the U.S. Embassy Bogota / Human Resources Office and applicants would be exempt from taking the English Test.

Language test results are valid for five years.

Score of English test is required and language examinations are given at:

- **In Other Words S.A.**, Carrera 14 A # 101-11, Oficina 201, Edificio Lúmina, Bogota, Colombia. Applicants must request an English test by writing to: inotherwords@etb.net.co or maryluzalvarez2002@yahoo.com For further information please contact PBX: 616-1671, a/o Cell phone No. 310-305-6917. **Cost of language test is the applicant's responsibility.**

Score of Spanish test is required and language examinations are given at:

- **Avanti Language School:** Cra. 21 # 87 – 24 Polo Club, Bogota, Colombia. Applicants must request a Spanish test by writing to management@avantilanguageschool.com. For further information please contact PBX: 634-6637. Cost of language test is the applicant's responsibility.. Cost of language test is the applicant's responsibility.

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 or with less of six months of service in their current position 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.

IMPORTANT REMARKS

1. HR will only contact those applicants who demonstrate on their application form DS-174 that they meet or exceed all the position requirements (education, experience, language, knowledge and skills). HR will only consider applicants who complete the DS-174 form. Regret letters will only be sent to short listed candidates and EFMs.
2. Ordinarily Residents (OR), U.S. Citizens and U.S. legal permanent residents are subject to both Colombian labor and tax law and U.S. Federal taxes and FICA contributions.
3. Internal candidates should refer to Section V of the LES Handbook with regard to salary level when promoted or reassigned to another position. The LES handbook is available at the HRO office and in the

HR page. Please be aware that multiple grade promotions and exception to required minimum waiting period are reviewed and approved at a Washington level based on all the requirements listed on the position description (PD), copies of this vacancy's PD are available at the HR Office. Questions should be directed to the HR Office.

TO APPLY

Interested candidates for this position must submit the **DS-174** form following below items for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (**DS-174**) must be completed in English for positions which require English level two, three, four or five.
2. The application form may be found on the website <http://bogota.usembassy.gov/hr.html> under New Application Form. Please submit any questions to BogotaUSApplicants@state.gov
3. Applications should be delivered directly to the U.S. Embassy (as instructed below) in person or electronically. **Please note:** The Embassy does not use representatives on its behalf during the recruitment process, nor do we charge any fees. Please contact the HR Office immediately if you are contacted by a third party and/or asked to pay a fee.
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 (member 4) with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., FSI language testing scores, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
6. U.S. Citizen EFMs and non- U.S. Citizen EFMs may apply for positions as soon as the sponsor has orders assigning him/her to Embassy Bogotá.

SUBMIT APPLICATION TO

American Embassy Bogotá
Human Resources Office – Attn: Recruitment Unit
Carrera 45 No. 24 B-27 (**Post 2**)

Or e-mail your application to: jobvacanciesbogota@state.gov this e-mail address is a *mail box* only, and emails sent will not receive a response. **If the application is sent via email please don't follow up with a hard copy.**

Due to the high volume of applications received, we are unable to acknowledge the receipt of the application packages. Application packages received will not be returned or retained on file. Applicants must submit a new application for each position they apply for. Status of announced positions is listed on the web site at: <http://bogota.usembassy.gov/hr.html> under: **About Us/Human Resources-Vacancies/Information to Apply.**

DEFINITIONS

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 (Colombia) with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 - a) Resides at the sponsoring employee's or uniformed service member's post of assignment abroad (Colombia) or at an office of the American Institute in Taiwan; or
 - b) 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 (Colombia) 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 (Colombia), 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, and 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.

5. **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 U.S. Social Security Number (SSN).

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

6. **Ordinarily Resident (OR):**

A Foreign National or U.S. 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 U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

If you meet all the requirements for this position, please submit your application form no later than the closing date Friday, May 22, 2015 at 4:00 p.m. Eastern Standard Time.

The U.S. Mission in Colombia 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.