

JOB OPPORTUNITY

AMERICAN EMBASSY KINSHASA

An Equal Opportunity Employer

Human Resources Office, 498 Ave Lukusa, Kinshasa

Phone 097-261-6179; e-mail: HRKinshasa@state.gov

ANNOUNCEMENT NUMBER: 15-02

OPEN TO: All interested candidates
POSITION: Telephone Operator, FSN-605-4; FP-AA
OPENING DATE: January 5, 2015
CLOSING DATE: January 16, 2015
WORK HOURS: Full-time; 40 hours/week
SALARY: Information on salary may be obtained from the Human Resources Office
(Position Grade: FP-AA to be confirmed by Washington)

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Kinshasa is seeking an individual for the position of Telephone Operator in the Information Resource Management (IRM) Section.

BASIC FUNCTION OF POSITION

Serves as telephone operator; receives and places calls within the Embassy Mission. Will assist mailroom when needed.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

QUALIFICATIONS REQUIRED

NOTE: Applicants must provide specific and comprehensive information to support each criteria below:

Education: Completion of secondary school is required.

Experience: Six months customer Service Experience is required.

Language Proficiency: Level III (Good working knowledge) English and French is required.

Knowledge: Capability to quickly acquire knowledge of U.S. Government agencies and personnel and correct telephone procedures is required.

Skills and Abilities: Ability to speak in a clear voice.

SELECTION CRITERIA

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment. 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. The candidate must be able to obtain and hold security and medical clearance.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered: Application for U.S. Federal Employment, [DS-174 - Job Application Form](#) or

1. A current resume or curriculum vitae that provides the same information as a DS-174;
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

DEFINITIONS

1. AEFM: A U.S. citizen, at least 18 years of age, who is eligible for employment on a Family Member Appointment (FMA) provided s/he:
 - Is listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority.
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safe haven abroad, or alternate safe haven abroad; and
 - Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.
2. EFM: Family members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. 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.

The US Mission is an equal opportunity employer.

CLOSING DATE: January 16, 2015

Drafted: - HR: WBULU

Cleared: - IM: TSTULTZ (e-mail)

Approved: HRO: CDESILVA