

JOB OPPORTUNITY

AMERICAN EMBASSY KINSHASA

Human Resources Office, 498 Ave Lukusa, Kinshasa

Phone 081-8806193; e-mail: HRKinshasa@state.gov

ANNOUNCEMENT NUMBER: 11-74

OPEN TO: All interested candidates – All Agencies
POSITION: **Administrative Clerk / Receptionist, FSN-105-5; FP-9**
OPENING DATE: December 21, 2011
CLOSING DATE: January 4, 2012
WORK HOURS: Full-time; 40 hours/week
SALARY: Information on salary may be obtained from the Human Resources Office
(Position Grade: FP-9 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 Administrative Clerk / Receptionist at CALI.

BASIC FUNCTION OF POSITION

The receptionist's main purpose is to welcome all incoming students and visitors to the institute; to answer main questions orienting the public in their quest for answers about the institution's activities; and to keep an updated and true record of all payments and information related to the registration process.

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

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Education: Completion of secondary school is required.

Experience: Two years of clerical experience or customer service related positions is required.

Language Proficiency: fluency in English (the equivalent of having a CALI Level V knowledge of English), French and at least one of the four widely spoken languages in country is required.

Knowledge: Must have a good general knowledge of good customer service practices.

Skills & Abilities: Must have good organizational skills. Must be able to provide clear information either in English or French when addressed personally or by telephone. Ability to manage and record information related to the registration process and to prepare and deliver reports. Ability and willingness to follow directions. Ability to work well with others and be a team player. Demonstrate a spirit of service to CALI by projecting a positive image at all times and a problem solving attitude. Demonstrate punctuality and complete tasks on time. Must have good computer skills in order to manage information and prepare reports. PC (Word, Excel, Outlook, Internet Explorer) literate.

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.

The US Mission is an equal opportunity employer.

CLOSING DATE: January 4, 2012

Drafted: - HR: FNSASU

Cleared: - CALI: SDELATORRE (e-mail)

- HR: CKUWAKATA

Approved: AHRO: HMULLER