



15. Qualifications Required For Effective Performance

a. Education

Completion of secondary school is required.

b. Prior Work Experience

A minimum of two years of administrative or customer service related experience is required.

c. Post Entry Training

On the job training with American supervisors and with LES senior and section supervisors.  
Software training in eServices, ILMS, Outlook and SharePoint.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).

Level 3 in English (Speaking/reading/writing) required.  
Level 1 in French (Speaking)

e. Job Knowledge

Previous experience with customer service and previous knowledge of US Government office procedures. Knowledge of Computer programs such as Microsoft Access, Word, Excel and Outlook. Incumbent must be familiar with the responsibilities of the Management Section or similar office structure. Familiarity with computer systems in order to search data in Department of State and other USG reference materials.

f. Skills and Abilities

Must be able to effectively interface with customer and explain/resolve customer requests. Must remain flexible and able to prioritize needs in order to meet unexpected challenges. Must be organized in order to efficiently manage responsibilities and supervise subordinates.

16. Position Element

a. Supervision Received

Direct supervision from the AGSO with the Housing and Customer Service Portfolio.

b. Supervision Exercised

Assists other GSO Supervisors in the supervision of their sections for customer service issues.

c. Available Guidelines

Mission and General Services Operations procedures, policies and guidelines.

d. Exercise of Judgment

Advises and assists in the supervision and decision making for the other GSO sections.

e. Authority to Make Commitments

Petty Cash user and Caller on BPAs. Can be COR for various contracts.

f. Nature, Level, and Purpose of Contacts

USG officials, American citizens, LES staff, GSO customers, vendors and contracting businesses.

g. Time Expected to Reach Full Performance Level

Three months.

**Addendum 1**

The incumbent tracks periodic and special tasks and projects required of various GSO sections, as needed.

30% of Time

As a cleared American EFM position, the GSO Customer Service Supervisor will provide escort duties for GSO and FMS work to be completed in CAA spaces.

10% of Time

The Customer Service Supervisor also works in parallel with the other General Service Supervisors, i.e. providing supervision when other supervisors are absent.