



INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post <p style="text-align: center;">ABIDJAN</p>	2. Agency <p style="text-align: center;">STATE</p>	3a. Position Number
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____, (Title) _____ (Series) _____ (Grade) _____

b. New Position _____

c. Other (explain) Hiring purpose

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Customer Service Assistant, FSN-105	5		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee
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8. Office/Section <p style="text-align: center;">AMERICAN EMBASSY, ABIDJAN</p>	a. First Subdivision
b. Second Subdivision <p style="text-align: center;">GSO CUSTOMER SERVICE</p>	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. <hr/> Typed Name and Signature of Employee Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr/> Typed Name and Signature of Supervisor Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <hr/> Typed Name and Signature of Section Chief or Agency Head Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <hr/> Typed Name and Signature of Admin or Human Resources Date (mm-dd-yyyy)
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13. Basic Function Of Position
 Serves as the principal contact between GSO customers and GSO service providers.
 Coordinates all aspects of the Embassy Make Ready process.
 Coordinates cooking gas delivery to all Embassy residences with the Custodial Foreman.
 In the absence of the Custodial Foreman, coordinates the activities of all custodians and gardeners.

14. Major Duties and Responsibilities 100 % of Time

60% of Time:
 Communicates all customer needs to the relevant sections of the General Services Office. This includes assessing problems, coordinating responses among multiple sections, monitoring the status of repairs and work requests, and keeping customers up-to-date as work progresses.

30% of Time:
 Coordinates all aspects of the Make Ready process. This includes tracking and updating the Make Ready schedule and conducting weekly meetings with the Make Ready team comprised of representatives from GSO, FMS, RSO, Information Management and (See Addendum 1)

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15. Qualifications Required For Effective Performance

a. Education

Completion of Secondary School is required.

b. Prior Work Experience

At least one year of experience in general office administration is required.

c. Post Entry Training

On-the-job training with American and LES supervisors.

Software training for Microsoft Excel and Access.

Training for office filing and correspondence processing procedures.

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

Level III in Writing/Speaking/Reading for both French and English

e. Job Knowledge

Previous experience with Microsoft Office software.

Familiarity with the duties of other Mission offices and agencies.

Familiarity with 6 FAM and its annexes and how to search for data in those and other DOS reference materials.

Familiarity with the Housing and Safety handbooks.

f. Skills and Abilities

Must be able to communicate effectively with customers and relay needs to the appropriate GSO sections.

Must be able to self-drive GOVs.

16. Position Element

a. Supervision Received

Direct supervision from the LES Senior Supervisor covering Customer Service. Will also work parallel with the Customer Service Coordinator and Escort.

b. Supervision Exercised

Supervises the custodians and gardeners in the absence of the Custodial Foreman.

Coordinates all aspects of the Make Ready process.

c. Available Guidelines

General Services and other guidelines pertaining to evaluations, time and attendance, and leave.

d. Exercise of Judgment

Determines which sections are most appropriate for addressing customer needs and seeks guidance from supervisors when problems arise.

e. Authority to Make Commitments

None

f. Nature, Level, and Purpose of Contacts

All American and LES Mission employees.

g. Time Expected to Reach Full Performance Level

1 year.

Addendum 1

Property Management. Attends final residential walk-through and inspects houses to verify that all work has been properly completed and all equipment, such as lawn tools, have been delivered. Organizes Housing Orientations for new tenants as the final stage of the Make Ready process.

10% of Time:

Assists with the distribution of cooking gas bottles to all Mission residences by assessing customer demand and replenishing the stock of bottles as needed.

Driving Responsibilities:

Ensures the safe transportation of personnel, equipment and supplies, including the transport of hazardous materials (cooking gas).

Provides transportation for all of the Make Ready team and equipment when needed.