

## 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) Switchboard Operator (Series) \_\_\_\_\_ (Grade) FSN 4

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	Switchboard Operator, FSN-605	4		
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Switchboard Operator</p>	7. Name of Employee
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8. Office/Section <p style="text-align: center;">Information Management Office (IMO)</p>	a. First Subdivision <p style="text-align: center;">ADMIN</p>
b. Second Subdivision <p style="text-align: center;">Information Program Center (IPC)</p>	c. Third Subdivision <p style="text-align: center;">Switchboard</p>

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
_____ Typed Name and Signature of Employee                      Date (mm-dd-yyyy)	_____ Typed Name and Signature of Supervisor                      Date (mm-dd-yyyy)

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.	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.
_____ Typed Name and Signature of Section Chief or Agency Head                      Date (mm-dd-yyyy)	_____ Typed Name and Signature of Admin or Human Resources                      Date (mm-dd-yyyy)

13. Basic Function Of Position  
 Employee is responsible for the operation of the mission's central telephone switchboard, which consists of over 400 extensions serving five agencies. Employee maintains up-to-date records of local, long-distance and international calls for billing purposes Employee sorts and distributes incoming and outgoing mail as required. Employee is responsible for resolving discrepancies in connection with CI Telecom and Information Programs Center's circuits and analyses faulty transmission.

14. Major Duties and Responsibilities \_\_\_\_\_ 100 % of Time  
 Operating and maintaining of central telephone system, charging bills to appropriate agencies, resolving problems with CI Telecom for IPC Circuits and faulty transmission, using computer switch system to place in their proper order extension numbers in wrong locations.

Coordinating with telephone technicians to see that phones are properly repaired, selecting features provided to display calls to appropriate stations, programming speed call numbers and conference calls.

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15. Qualifications Required For Effective Performance

a. Education

Completion of Secondary school education or equivalent is required.

b. Prior Work Experience

One year of computer and general office experience involving telephone answering operations is required.

c. Post Entry Training

Informal two weeks

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

Level 4 French and Level 3 English are required.

e. Job Knowledge

Ability to work with computer telephone switch and it's capabilities.

f. Skills and Abilities

Retain subscriber information; thorough understanding of system in order to troubleshoot problems. Good Interpersonal skills to deal with employees in every work situation.

16. Position Element

a. Supervision Received

Employee operates with guidelines from the Information Program Officer and also receives assistance from FSN telephone technicians. Directions both written and oral are received from the IPO.

b. Supervision Exercised

Instructing Mailroom personnel on functions of switchboard in order to provide back-up.

c. Available Guidelines

Verbal guidelines for procedure, written ones for emergencies; telephone directories for both Embassy and Telecom.

d. Exercise of Judgment

When making calls, make determinations as to which are most urgent and important as regards to inquiries; handle accordingly.

e. Authority to Make Commitments

Commitments can be made on instruction/authorization of the IPO.

f. Nature, Level, and Purpose of Contacts

Courtesy; non-substantive contacts with all levels.

g. Time Expected to Reach Full Performance Level

Three months.