



### 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 <p style="text-align: center;">97007290</p>
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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 

Facilities Maintenance Assistant

c. Other (explain) \_\_\_\_\_

5. Classification Action	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yyyy)</i>
a. Post Classification Authority	Facilities Maintenance Assistant, FSN-105	FSN-6		
b. Other		FP-8		
c. Proposed by Initiating Office				

6. Post Title Position <i>(If different from official title)</i> <p style="text-align: center;">FMS Customer Service Supervisor</p>	7. Name of Employee
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8. Office/Section <p style="text-align: center;">American Embassy, Abidjan, Côte d'Ivoire</p>	a. First Subdivision <p style="text-align: center;">Administrative</p>
b. Second Subdivision <p style="text-align: center;">Facilities Maintenance Section</p>	c. Third Subdivision <p style="text-align: center;">Facilities Maintenance Section</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.
<hr style="width: 80%; margin-left: 0;"/> Typed Name and Signature of Employee                      Date <i>(mm-dd-yyyy)</i>	<hr style="width: 80%; margin-left: 0;"/> Typed Name and Signature of Supervisor                      Date <i>(mm-dd-yyyy)</i>

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.
<hr style="width: 80%; margin-left: 0;"/> Typed Name and Signature of Section Chief or Agency Head                      Date <i>(mm-dd-yyyy)</i>	<hr style="width: 80%; margin-left: 0;"/> Typed Name and Signature of Admin or Human Resources                      Date <i>(mm-dd-yyyy)</i>

13. Basic Function Of Position

Under the supervision of the Facilities Maintenance Specialist, the incumbent liaises between FMS customers and service providers and provides security escort services in the Controlled Access Area (CAA). The incumbent serves as the initial point of contact for FMS customers and those wishing to request guidance, follow up on work orders and register a complaint or suggestion.

14. Major Duties and Responsibilities 100 % of Time

60% of Time

The FMS Customer Service Supervisor's mission is to attend to the needs of FMS customers and FMS services providers. The incumbent monitors responses to FMS service requests, ensures punctual services, and manages communication and expectations of both customers and FMS service providers. The FMS Customer Service Supervisor also works with the GSO Customer Service Supervisor in the make ready's of residences and communicates about various requests and complaints that might cross over the GSO and FMS sections.

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*(See Addendum 1)*

15. Qualifications Required For Effective Performance

a. Education

Completion of secondary school is required.

b. Prior Work Experience

One (1) year previous office, Embassy or facility maintenance service is required.

c. Post Entry Training

On the job training with American Supervisor and with LES section supervisors. Training in using eServices, WebPass and other appropriate FMS software.

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

Level 4 in English

Level 1 in French

e. Job Knowledge

Previous knowledge of US Government office procedures and Embassy organizational structure. Knowledge of computer programs such as Microsoft Access, Word, Excel and Outlook. Familiarity with 14 FAH and annexes and/or how to search data in Department of State reference materials. Familiarity with post housing and safety handbook. Facilities Maintenance experience recommended.

f. Skills and Abilities

Must be able to interface with customer and service providers. Must have sufficient communication skills to explain and resolve customer service issues, often unforeseen. Must be well organized, able to multi-task, flexible and able to work in a fast-paced and at times stressful atmosphere.

16. Position Element

a. Supervision Received

Direct supervision from FMS

b. Supervision Exercised

Supervises the FMS work control clerks (2) and assists with the supervision of FMS make ready and preventative maintenance staff. Coordinates and cooperates in a collegial manner work with other FMS and Management staff.

c. Available Guidelines

Facilities Maintenance Operations guidelines and other guidelines pertaining to time and attendance, leave etc

d. Exercise of Judgment

Consult with action employee on progress or lack of progress or delays and briefs his/her supervisor.

e. Authority to Make Commitments

None

f. Nature, Level, and Purpose of Contacts

USG officials, American citizens, LES staff.

FMS customers, vendors and contracting businesses.

g. Time Expected to Reach Full Performance Level

6 months

**Addendum 1**

Where those FMS services prove to be deficient, the incumbent works with the Facilities Manager and FMS LE staff to resolve the deficiencies. The incumbent tracks periodic and special tasks and projects required of various FMS sections, as needed.

40% of Time

The FMS Customer Service Supervisor escorts and closely monitors the work of LES staff, non-cleared Americans, visitors, contractors and technical personnel required to work in the Mission's Controlled Access Area (CAA) and Mission-sensitive but non-CAA space. Incumbent coordinates electronic security screening of physical materials intended for CAA and Mission sensitive areas.