

Vacancy Announcement



U.S. Embassy Copenhagen

ANNOUNCEMENT NUMBER: VA 16-09	SUBJECT: Administrative Assistant/Work Order Clerk	March 23, 2016
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OPEN TO: All Interested Candidates / All Sources

POSITION: Administrative Assistant/Work Order Clerk

OPENING DATE: March 23, 2016

CLOSING DATE: April 6, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-5 341,577.00 DKR
Not-Ordinarily Resident (NOR): FP-8 Step 1 \$36,837.00*
**Final grade/step for NORs will be determined by Washington.*

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Copenhagen is seeking eligible and qualified applicants for the position of Administrative Assistant/Work Order Clerk within the General Services Office.

BASIC FUNCTION OF POSITION

The Incumbent provides a full range of administrative support assistance for both the General Services Office and the Facilities Management Section. The primary responsibilities of this position are to manage Work Orders in U.S. Government Maintenance Systems for both Government Owned Properties and Short Term Leases and facilitate procurement actions in the Procurement System ILMS Ariba. Other tasks for this position include, but are not limited to: Reviewing invoices, reporting utilities usage and assist the Facility Manager to ensure that the Government Owned properties are ready for occupancy by the new American Officers arriving in Copenhagen and work closely with the General Services Office Housing Section on Short Term Leases and related Work Orders, including communicating with landlords & customers.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. **EDUCATION:** High School Diploma or equivalent.
2. **EXPERIENCE:** One year of general office experience.
3. **LANGUAGE:** Level III written and spoken English (good working knowledge). Level III written and spoken Danish (good working knowledge). (This will be tested.)
4. **SKILLS AND ABILITIES:** Requires excellent organizational skills. Ability to remain calm and polite when dealing with Embassy staff, clients and contractors. Ability to deal with high stress levels due to seasonal peaks in work. Good communication skills.
5. **JOB KNOWLEDGE:** Must of a good knowledge of office procedures and organization, precedents and practices. Standard typing and basic computer skills required (Outlook Excel, Word).

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities can be found at the end of this announcement or you may contact the Human Resources Office at: CopenhagenHRVacancy@state.gov

HIRING PREFERENCE SELECTION PROCESS: When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran*
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP**

* **IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available at the U.S. Embassy Copenhagen internet: <http://denmark.usembassy.gov/about-us/jobs.html>
2. A current resume or curriculum vitae that provides the same information found on the UAE in the same order, **and**
3. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.), **and**
4. Write a Statement of Interest where you explain why you are applying.

WHERE TO APPLY:

E-mail Address: CopenhagenHRvacancy@state.gov

Your e-mail must state the vacancy announcement number and your name in the subject line.

CLOSING DATE FOR THIS POSITION:

April 6, 2016

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**

- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

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MAJOR DUTIES AND RESPONSIBILITIES

Managing Work Orders.

"Gate Keeper" for both Government Owned Properties and Short Term Leases Work Orders in Government Maintenance Systems software (GMMS), including working with the General Services Office Housing Assistant, Housing Coordinator and Warehouse Clerk on incoming Short Term Leases related Work Orders. Distribute Work Orders to the appropriate parties and keeps the lists up-to-date, while continually working to reduce the number of outstanding Work Orders and limit the length of time that expires before completion. In corporation with General Services Office Housing contact landlords and inform occupants of status within 3 business days upon notification of any issue covered by provisions of the lease and maintain Work Order System.

Facilitate procurement actions in the Procurement System Ariba ILMS. Create procurement actions in ARIBA for both the General Services Office and Facilities Sections, following through with receiving and reviewing invoices if in question.

Work with General Services Office and other departments at the Embassy.

Maintain communication between Facilities Section and General Services Office in order to coordinate any over-lap of work between departments.

Continually improve the type of information that Facilities provides to our customers.

Update the Facilities Maintenance Handbook, and proactively expand the amount of information that customers are given.

Point person for Facilities relating to updating the Utilities Tracking System TREES.

Be involved with Office of Building Operations (OBO) resources to make sense of, and keep Post up-to-date on these, and other, initiatives. Other Duties as requested by Supervisor.