

# VACANCY ANNOUNCEMENT

EMBASSY OF THE UNITED STATES OF AMERICA  
SAN SALVADOR



No. 13-39	<b>Student Services Management Specialist</b> Position Vacancy	Date: 12/18/13
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**OPEN TO:** All Interested Candidates

**POSITION:** Student Services Management Specialist, FSN-9, FP-5

**OPENING DATE:** December 18, 2013

**CLOSING DATE:** January 2, 2014

**WORK HOURS:** Full time; 40 hours/week

**SALARY:** AEFM Position grade: FP-05  
Locally Employed Staff: \$24,945 (Starting salary: BR + Allowances)

***Due to budgetary considerations, Post cannot provide Highest Previous Rate above Step 5 of the grade of the position for Eligible Family Members.***

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in San Salvador is seeking one individual for the Student Services Management Specialist position in the International Law Enforcement Academy (ILEA).

## BASIC FUNCTION OF THE POSITION

Incumbent will provide overall leadership, guidance and direction to the Lodging Facility Management team as it strives to provide the highest quality in standards and services; will act as the main liaison between the Customers/Lodging Facility Service Contractor; will have the ability to manage a diverse environment with focus on client and customer service, entrepreneurship, creativity and proactivity.

For a complete description of the position listing all duties and responsibilities please see the following link: [Student Services Management Specialist PD](#) (PDF 51KB)

## QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criteria detailed below with specific and comprehensive information supporting each item.

1. **EDUCATION:** Bachelor's degree in Institutions' Management, Hospitality Services, Hotel Management, Business Administration, Economics or Communications is required.
2. **EXPERIENCE:** Minimum of 5 years in hotel or hospitality industry with premise and liability accountability and contract managed service experience is required.
3. **LANGUAGE:**  
English: Level IV (Fluent knowledge) Speaking/Reading is required.  
Spanish: Level IV (Fluent knowledge) Speaking/Reading is required.  
*(Applicants will be tested at the level of language proficiency required in order to be eligible to move on to the interview stage) These are not FSI levels.*
4. **KNOWLEDGE:** Must have a comprehensive working knowledge of hotel management, which involves frequent human interaction and communication and of the best practices and procedures for customer service in hospitality management and hotel operations. Must possess knowledge of local tourist information and resources to provide to guests in the lodging facility.
5. **SKILLS AND ABILITIES:** Must be able to deal effectively with individuals and groups from various countries, cultures and staff at all levels. Must possess interpersonal skills to develop and maintain an extensive range of professional contacts with high ranking officials of the host government and foreign countries and must be able to accurately record information.

## SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
- 3 Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (DS-0174);  
[http://sansalvador.usembassy.gov/job\\_opportunities.html](http://sansalvador.usembassy.gov/job_opportunities.html)  
or a current resume/curriculum vitae that provides the same information as an DS-0174;
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the positions as listed above.

## SUBMIT APPLICATION TO

Human Resources Office  
American Embassy San Salvador

***Due to the volume of responses, individual acknowledgements regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.***

## DEFINITION

1. US Citizen Eligible Family Member (USEFM) – An EFM who meets the following criteria:
  - US Citizen; and,
  - EFM at least 18 years old; and,
  - Spouse or
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
    1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

EFMs without US Social Security Numbers are OR. All OR employees, including US citizens, are compensated in accordance with the LCP

2. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

**CLOSING DATE FOR THIS POSITION: January 2, 2014**

The US Mission in San Salvador 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.

**Cleared:** ILEA/FMO/HRO  
**Approved:** MGT:ADEULUS