

VACANCY ANNOUNCEMENT

EMBASSY OF THE UNITED STATES OF AMERICA
SAN SALVADOR



No. 11-54	Receptionist/Telephone Operator Position Vacancy	Date: 11/09/11
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OPEN TO: All interested candidates

POSITION: Receptionist/Telephone Operator, FSN-4, FP-AA*

OPENING DATE: November 9, 2011

CLOSING DATE: November 23, 2011

WORK HOURS: Full time; 40 hours/week

SALARY: *Not-Ordinarily Resident Position grade: FP-AA (is confirmed by Washington)
*Ordinarily Resident: \$10,148 (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 position of Receptionist / Telephone Operator in the Information Management Office.

BASIC FUNCTION OF THE POSITION

Incumbent assists with the operations of the switchboard, places and maintains records of all outgoing international calls, receives visitors and calls the appropriate office or person to announce the visitor. Incumbent also performs various administrative duties.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Ext. 2204.

QUALIFICATIONS REQUIRED

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

1. **EDUCATION:** Completion of secondary school is required.
2. **EXPERIENCE:** One and a half years of receptionist/telephone switchboard experience is required.
3. **LANGUAGE:**
English: Level III (Good working knowledge) Speaking/Reading is required.
Spanish: Level III (Good working 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. **OTHER CRITERIA:** Must have a good knowledge of organizations served including agency policies, procedures, and practices related to the reception/telephone operator work. Must have knowledge of MS Office Suites and e-mail applications.
5. **INTERPERSONAL SKILLS:** Must be tactful with callers and visitors and able to work under pressure. Must possess excellent customer service skills.

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.state.gov/content/offices/HRO/jobs.html> or
<http://sansalvador.usembassy.gov>
2. or a current resume/curriculum vitae that provides the same information as an DS-0174; plus

3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. 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
Fax number: 2501-2155
Submit by fax or in person

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) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- 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.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- 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;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. 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.

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

CLOSING DATE FOR THIS POSITION: November 23, 2011

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: IPC/FMO/HRO
Approved: MGT:MBARROW