

Human Resources Clerk

Basic Function

Incumbent serves as primary contact and administrative and clerical assistant for the Human Resources Office.

Major Duties and Responsibilities

Check-In and Check-Out

10%

Responsible for check-in and check-out process for all US direct hire personnel from all agencies. Compiles emergency locator information and forwards to appropriate office in Washington. Issues memorandum to travel agency with the approval to release airline tickets.

Accreditations, Visa Request, Temporary Residency or Work Permits 40%

Responsible for drafting diplomatic notes to the Ministry of Foreign Affairs upon arrival of new employees, processing accreditations and requesting visas. Submits requests for new carnets if damaged or stolen. Processes diplomatic notes to the Ministry of Foreign Affairs to notify the Ministry of the departure of USDH and their family members from Post. Returns carnets to the Ministry of Foreign Affairs. Maintains communication with the Ministry of Foreign Affairs, following up periodically on the issuance of carnets via telephone, correspondence or by office visits as necessary. Processes employees' requests for visas when traveling to other countries on official business. Responsible for assisting employees to obtain temporary residency or work permits for Members of Household who are not US citizens and who accompany USDH to Post.

Clerical and admin support

40%

Provides the HRO clerical support in HR projects as assigned. Receives phone calls, distribute correspondence, drafts documents and HR notices, making arrangement for meetings and presentations, ensuring that the equipment is installed prior to the presentations, requests office supplies, and sends work orders for purchase and installation of new equipment. Provides updates for the Diplomatic list to the Protocol Office. Makes service requests to other sections such as Facilities, Information Management, Motor Pool, and Procurement. Updates all American employees' information on WebPass. Prepares welcome packets for US and TDY personnel. Keeps material updated and/or requests other offices for updates as necessary. Responsible for the drafts of travel messages: Welcome to Post (TM-3), Arrival Notice (TM-8), Departure Notice (TM-5) and others as needed.

Duty Roster

10%

Develops the Officer's semi-annual roster, keeping track of duty changes.

Additional duties

Serve as the floor warden during emergencies and security drills.

Back up duties

Serves as back up for the FMA Program.

REQUIRED QUALIFICATIONS

- A. **Education:** Minimum two years of college studies.
- B. **Prior Work Experience:** A minimum of three years of progressively responsible work experience in administrative work.
- C. **Post Entry Training:** WebPass, correspondence, filing, Microsoft suites training, SMART.
- D. **Language Proficiency:** English 4 (fluent) and Spanish level 4.
- E. **Knowledge:** Knowledge of computer programs such as Microsoft Windows (Word, Access, Excel, Power Point).
- F. **Skills and abilities:** Must be tactful and discreet yet effective in dealing with Embassy personnel and outside contacts. Must possess the ability to draft memoranda and cables in English and Spanish. Ability to translate non-complex office correspondence and policies from English into Spanish and vice-versa. Must possess excellent organizational skills to be able to organize own work. Must possess excellent interpersonal skills.

16. **POSITION ELEMENTS**

- A. **Supervision Received:** Directly supervised by Human Resources Officer.
- B. **Available Guidelines:** 3 FAM, Time and Attendance guidelines, TAGS and Correspondence handbook, and other Department of State regulatory material.
- C. **Exercise of Judgment:** Must be able to exercise good judgment to interpret and apply regulations properly and to set up priorities to organize own work.
- D. **Authority to Make Commitments:** None.
- E. **Nature, Level and Purpose of Contacts:** U.S. and LE staff, Foreign Affairs Ministry mid and low level contacts, Consuls, Vice-consuls, and secretaries at other diplomatic missions.
- F. **Supervision exercised:** None.
- G. **Time Required to Perform Full Range after entry into the Position:** Six months.