BASIC FUNCTION OF POSITION

This position is the administrative and management assistant for the Consul General (CG) and Deputy Consul General (DCG) of a large (14-officer, 44-person) Consular Section. Incumbent provides full range of office management support to the CG and D/CG, and to the rest of the Consular Section, often acting as the sole support of the office. This position is full time, with no supervisory responsibilities, although it does contain project management and operational responsibilities.

MAJOR DUTIES AND RESPONSIBILITIES

Administrative Management Functions:

Acts as the Staff Assistant to the Consul General. Often acting on behalf of the CG to coordinate actions, issue instructions, and direct other elements of the Section and Mission on consular issues.

Maintains calendar of the CG and D/CG as well as the Consular Section as directed by the CG. This includes arranging all logistics for CG's visitors, meetings, and other events as required.

Acts as a troubleshooter for unexpected problems, tasking other elements in the absence of the CG.

Gathers information, prepares statistical data, drafts, edits and translates English and Spanish for a variety of materials including non-routine correspondence, letters, telegrams, memoranda, Diplomatic notes and reports (to include EERs, MPP, Consular Package drafts, etc). Also, proofreads and edits all correspondence going for CG or D/CG signature and ensures these materials are in proper format, accurate and fully comply with regulations.

Maintains and updates all mission and /or office lists and notices as required.

Assembles and analyzes data to aid in workload and resource management for a circa 40-person staff.

Assist in operational management of the overall Consular program that spells responsibility across a wide range of areas including personnel management.

Must be able to respond to frequent policy changes and propose solutions to the CG while focusing on customer service, superb communication and technical skills.

Acts as intermediary between CG and the public, as well as other USG Mission elements, ensuring calls and visitors are screened appropriately and courteously.

Special Projects:

Act as a special project coordinator by taking on operational tasks at the request of the CG and D/CG. Such tasks may include, but not be limited to: logistics coordination for beta test programs, advise on staffing rotation recommendations to the CG and/or D/CG, arrange representational events, and other ad hoc projects as tasked by the CG.

T and A clerk:

Acts as the Unit T and A clerk, both registering time and attendance and providing leave charts, tracking and recommendations to Consular Section Management.

Maintains Office Records:

Overseeing and/or establishing general correspondence files and program files, including hard copy and electronic file maintenance. Ensuring office records are retained or destroyed according to DOS requirements and regulations.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:
   Completion of secondary school required, with university level education highly desirable.
b. Prior Work Experience:
   Three years work experience, with a minimum of one year of clerical or managerial experience.
c. Post Entry Training:
   Cable Express; handling and safeguarding of classified information training from RSO; T & A software and other applicable software training, solid training in all Microsoft tools, particularly Excel, Publisher, and MSWord.
d. Language Proficiency:
   List both English and Spanish by level and specialization (sp/read): Level 4/4 spoken and written in Spanish and English.
e. Job Knowledge:
   Must be familiar with the Mission's organizational structure; should have excellent working knowledge of Salvadoran government and Salvadoran cultural practices to be able to advise CG regarding protocol in communication with GOES and Salvadoran business communities.
f. Skills and Abilities:
   Advanced level keyboard skills and computer literacy on a variety of software applications (MS Word, Excel, Access, Open Net, etc.) must deal efficiently and courteously with all customers. Must be able to handle telephone inquiries of all types, including but not limited to senior USG and GOES officials, as well as Members of Congress and the Legislative Assembly.

POSITION ELEMENTS

a. Supervision Received-Incumbent must work with minimal supervision regarding routine office activities and take the initiative in almost all aspects of the position's responsibilities.
b. Supervision exercised-Generally none; however, this may develop according to needs as a special project coordinator (one element of the job).
c. Available Guidelines- Appropriate DOS regulations to include the FAM and FAH, along with post policies and guidelines, as well as office specific SOPs.
d. Exercise of Judgment-Use sound and independent judgment in responding to queries for information. Must prioritize and schedule tasks to ensure due dates are met. Should oversee

larger Consular Section tasks and priorities to advise CG on tasks coming due in all/any Consular Units. Will be given special projects to coordinate and act as control officer (VIP visits, representational events, etc.) and should be able to demonstrate excellent project management skills.

e. Authority to Make Commitments- None.
f. Nature, Level and Purpose of Contacts- Daily contact with American and LES of various agencies at all organizational levels. Daily contact with GOES officials up to Salvadoran President's cabinet.
g. Time Expected to Reach Full Performance Level-1 year.