



**JOB VACANCY ANNOUNCEMENT  
TELEPHONE OPERATOR**

**Announcement Number: 11-10**

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- OPEN TO:** All Interested Candidates
- POSITION:** **Telephone Operator** (Position Number 100213)
- OPENING DATE:** Monday, June 13, 2011
- CLOSING DATE:** Monday, June 27, 2011 -or- Until Filled
- WORK HOURS:** Part-Time; 30 hours/week schedule
- SALARY:** - For persons Ordinarily Resident (OR\*) in Bahrain: BD 2.395/hour starting salary, including allowances (position grade **FSN-03**)
- Applicants ordinarily resident in Bahrain must possess Bahraini government work and/or residency permits to be eligible for consideration
- For Appointment Eligible Family Members (AEFMs\*) and persons Not Ordinarily Resident (NOR\*) in Bahrain: Position grade FP-BB; salary is in US Dollars based on the US pay plan. See the HR section for more details.
- All FP position grades are determined by HR in Washington DC*
- BENEFITS:** Excellent working conditions; 5-day workweek; annual pay for performance increase; premier worldwide medical insurance coverage for employee and family; 19.50 work days of annual leave per year; 22 holidays per year (American and Bahraini); optional retirement plan; ample opportunity for on-line/classroom training and personal development; sponsorship for employee only on a case by case basis.

The American Embassy in Manama is seeking a candidate for employment as the Telephone Operator in the Embassy's Information Resource Management Office (IRM).

**BASIC FUNCTION OF THE POSITION**

The incumbent occupies a part-time position and operates a telephone switchboard. Answers, screens and forwards calls, provides information, takes messages, listens to customer requests and refers to alphabetical or section directories to route calls as appropriate. May handle emergency calls. Performs administrative support duties such as typing, updating telephone lists and reserving conference room. Analyzes data to determine answers to questions from customers or members of the public. Provides basic non-sensitive information about the Mission, employees within the organization and services provided. Acts as back-up timekeeper for the Information Resource Management (IRM) staff.

A copy of the complete position description listing all duties and responsibilities is available from the Embassy's Human Resources Office, extension x2937.

**QUALIFICATIONS REQUIRED**

**Note: Items 1-5 are ALL REQUIRED. All applicants must address each selection criterion detailed with specific and comprehensive information supporting each item**

- 1. Education:** Completion of Secondary School is required.
- 2. Experience:** One to two years of previous telephone switchboard experience or work in telephone field is required.
- 3. Language:** Level III (Proficient) English (will be tested) and Level III (Proficient) Arabic both written and spoken are required.

**4. Knowledge:** General knowledge sufficient to aptly operate telephone console. Thorough knowledge of principles and processes for providing customer services. Knowledge of Microsoft Office Suite. Basic knowledge of administrative and clerical procedures. Good knowledge of the English language and its structure, composition, spelling, and grammar.

**5. Abilities & Skills:** Excellent interpersonal, oral and written communication skills are required. Ability to consistently provide courteous but firm customer service and to exercise tact when dealing with a large cross-section of the public. Must be reliable, accurate and possess good time management skills. Ability to work under pressure is required.

### **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs\*) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate addresses the required qualifications above in the application. A USEFM does not have to be residing in Bahrain to be considered, but the sponsoring officer must be officially assigned to post.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
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 U.S. 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. Current “not ordinarily resident employees” 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. Applicants who claim EFM or MOH\* status must include in the cover letter accompanying their application that they are claiming EFM/MOH status, their present nationality and name and employing section/agency of their sponsoring family member.
2. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE; **or**
4. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant’s work experience attached as a separate sheet; **plus**
5. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application;
6. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above;
7. List any family members who are currently employed at the Embassy. Any omission in this area, either intentional or accidental, may be grounds for dismissal.

### **SUBMIT APPLICATION TO**

Human Resources Office

Attention: Vacancy Announcement #11-10

U.S. Embassy Manama-Bahrain/P.O. Box 26431/Bahrain

Telephone: 17-242-700 /Fax: 17-242-807

E-mail: [ManamaHRO@state.gov](mailto:ManamaHRO@state.gov)

### **\* DEFINITIONS**

Ordinarily Resident (OR): A Foreign National or U.S. 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.

All OR employees, including U.S. Citizens, are compensated in accordance with the Local Compensation Plan (LCP).

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 U.S. Social Security Number (SSN).

NOR employees are compensated under a General Service (GS) or Foreign Schedule (FS) salary schedule, not under the Local Compensation Plan (LCP).

U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- Spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is an unmarried child at least 18 years old; and
- Listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., 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 (2) resides at an Involuntary Separate Maintenance Allowance location authorized under 3 FAM 3232.2.

Eligible Family Member (EFM): An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner as defined in 3 FAM 1610;
- 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/ domestic partner 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/ domestic partner, 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/ 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.

Member of Household (MOH): An individual who accompanies a sponsoring employee, i.e., a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed abroad at a U.S. Foreign Service post/ mission, or at an office of the American Institute in Taiwan, and who is under chief of mission authority. 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 eligible family member. A MOH does not have to be a U.S. Citizen.

Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity.

**CLOSING DATE FOR THIS POSITION IS MONDAY, JUNE 27, 2011 -or- Until Filled**

**The American Embassy in Manama, Bahrain provides equal opportunity and fair and equitable treatment in employment to all people without regards 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 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.**

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Approved: MGT: RDailey; Cleared: IMO: JRChapoteau; RHRO: VSmith