



# VACANCY ANNOUNCEMENT

TRI MISSION MANAGEMENT  
OCTOBER 15, 2015  
No. 2015-081 TL

**TO:** All interested candidates  
**SUBJECT:** Telephone Operator (Training level\*), Re-advertisement

**APPLICANTS WHO PREVIOUSLY APPLIED UNDER VACANCY ANNOUNCEMENT 2015-069 DO NOT NEED TO RE-APPLY.**

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS AT THE TIME OF APPLICATION TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

**POSITION:** PC-5517 – Telephone Operator, FSN-3, FP-BB \*\* (Re-advertisement)

**OPENING DATE:** November 23, 2015

**CLOSING DATE:** December 7, 2015

**WORK HOURS:** Full-time: 40 hours/week for Not Ordinarily Residents  
Full-time: 35 hours/week for Ordinarily Residents

**SALARY:** Not Ordinarily Resident: FP-BB (Final salary will be confirmed by Washington based on applicants' qualifications and prior work experience\*\*\*).  
Ordinarily Resident: € 23.852,00 gross p.a. (starting salary)

\* This position is being advertised simultaneously with the Full Performance level, FSN-04, FP-AA

\*\* Actual grade and salary will be based on the qualifications of the applicant

\*\*\* Overseas Comparability Pay will apply if an FMA appointment

**The U.S. Tri-Mission in France is seeking eligible and qualified applicants for the position of Telephone Operator.**

## **BASIC FUNCTION OF POSITION:**

The incumbent acts as Telephone Operator in response to inquiries from and to all areas of the community and to and from all areas of the foreign affairs community within the Mission, to include all commercial and cultural activities. In addition, responds to a large range of inquiries from U.S. citizen tourists. The incumbent acts as interpreter when requested especially at night or on week-ends

between Embassy officers and French officials such as police, hospital staff and diplomats. She/he notifies the proper Embassy officials when terrorist and bomb threats are received. Performs other duties as assigned.

**FOR FURTHER INFORMATION:** The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office ([ParisRecruitment@state.gov](mailto:ParisRecruitment@state.gov)).

## **QUALIFICATIONS REQUIRED:**

### **Notes:**

**1) Applicants are required to submit their DS-174 form(s) in English and French if a position is advertised with an English and French Language Level of 3/3 or higher (standard resumes are no longer accepted) + a proof of the required educational level.**

2) Applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Items 1-5 are all required.

### **1. Education:**

At least completion of Secondary School is required.

### **2. Prior Work Experience:**

A minimum of six months of experience working with electronic or computer switchboard operation including dealing and working with the public is required.

### **3. Language proficiency (These may be tested):**

English (W-R-S), Level-4 – Fluency is required.

French (W-R-S), Level-4 – Fluency is required.

### **4. Knowledge (These may be tested):**

Good knowledge of the operation of switchboard is required.

Good knowledge of the security, police and medical procedures of France in order to handle emergency calls from Mission personnel is required.

### **5. Skills and abilities (These may be tested):**

Ability to operate a computer-based telephone switchboard is required.

Ability to be courteous, tactful and use discretion while offering high standards of telephone service is required.

Must have the ability to maintain self-control during crisis or when dealing with difficult callers.

Ability to comprehend all of the various instructions given is required.

Ability to provide the best quality of service without causing repercussions or embarrassment to the U.S. Government is required.

## **SELECTION PROCESS:**

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

## **HIRING PREFERENCE ORDER:**

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

### **ADDITIONAL SELECTION CRITERIA (see definitions):**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current Ordinarily Resident employees serving a probationary period are not eligible to apply. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply within the first 90 calendar days of their appointment, unless currently hired into a position with a “When Actually Employed” (WAE) work schedule.

### **HOW TO APPLY:**

Interested applicants for this position must submit the following or the application package 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. **Applicants are required to submit their DS-174 form(s) in English and French if a position is advertised with an English and French Language Level of 3/3 or higher (standard resumes are no longer accepted).**
  - o DS-174 in English and French are available on our website:  
<http://france.usembassy.gov/employment.html>
3. **Proof of the required education level.**
4. Any other documentation (e.g., essays, certificates, awards, driver license) that addresses the qualification requirements of the position as listed above.
5. **IMPORTANT:** Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

### **WHERE TO APPLY:**

Human Resources Office      Jerome and Lucie  
Mailing Address:              [ParisRecruitment@state.gov](mailto:ParisRecruitment@state.gov)  
Please **send** your application **only by email.**

**EQUAL EMPLOYMENT OPPORTUNITY:** The U.S. Mission 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.

## **Appendix A - DEFINITIONS**

**Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex 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; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 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 or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**

- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

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