



VACANCY ANNOUNCEMENT

TRI MISSION MANAGEMENT
FEBRUARY 22, 2016
No. 2016-018 FP

TO: All Interested Candidates
SUBJECT: Customer Service Center Director (Full Performance Level*)

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-5015 – Customer Service Center Director (Full Performance Level)
FSN-8, FP-6**
This is a non-sensitive position requiring a non-sensitive certification.

OPENING DATE: February 22, 2016

CLOSING DATE: March 7, 2016

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

SALARY: Not Ordinarily Resident: FP-6 (Final salary will be confirmed by Washington based on applicants' qualifications and prior work experience)***
Ordinarily Resident: € 39.853,00 gross p.a. (starting salary)

* This position is being advertised simultaneously with the Developmental Level, FSN-7, FP-7

** 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 Customer Service Center Director.

BASIC FUNCTION OF POSITION:

The Customer Service Center (CSC) Director oversees an office that functions as a customer advocate and information center for the full range of ICASS services at post. The CSC Director provides guidance, oversight and advice to customers and assists in conflict resolution between customers and service providers or between two or more service providers. The CSC Director must provide frequent feedback to TMM on trends and advises on changes to policies and procedures to make ICASS operations more customer focused.

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).

QUALIFICATIONS REQUIRED:

Notes:

- 1) Applicants are required to submit their cover letter(s) and signed 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).**
- 2) Applicants are required to submit the proof of the required education level.**
- 3) 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 a Bachelor's equivalent in a public administration, business administration, public policy, marketing or communications is required.

2. Prior Work Experience:

A minimum of three years of administrative experience in a communications field in a multi-national organization is required.

At least one year of supervisory experience 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):

A strong knowledge of process management, customer advocacy and project management is required.

A strong knowledge of post and Department procedures and regulations as these pertain to a wide range of management activities, including travel, facilities, and allowances, is required.

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

Strong analytical skills are required.

Strong writing skills in English and French are required.

Must be able to explain complex topics to people unfamiliar with post or State Department procedures.

Very strong communication skills, in particular when speaking to agitated, tired or confused clients are required.

Must be able to manage a diverse team of people taking on a wide range of tasks.

Must be able to work under pressure.

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

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 cover letter(s) and signed 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. **Applicants are required to submit their cover letter in English and French if a position is advertised with an English and French Language Level of 3/3 or higher.**
4. **Proof of the required education level.**
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 (FMPEP).

WHERE TO APPLY:

Human Resources Office Jerome and Lucie
Mailing Address: 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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