

U.S. Mission- Accra, Ghana

VACANCY ANNOUNCEMENT NUMBER: HR16-008

OPEN TO: All Interested Candidates/All Sources

POSITION: IRC Outreach & American Space Coordinator

OPENING DATE: January 26, 2016

CLOSING DATE: February 9, 2016

WORK HOURS: Full-time, 40 hours/week

SALARY: *Ordinarily Resident (OR):* Position Grade FSN-9 GH¢42,848 p.a.
(Starting salary)

Not-Ordinarily Resident (NOR): FP-05*(steps 1-4)
*Final grade/step for NORs will be determined by Washington.

NOTE: ALL U.S. AND NON-GHANAIAN CITIZENS, WHO ARE NOT FAMILY MEMBERS OF USG EMPLOYEES OFFICIALLY ASSIGNED TO POST AND UNDER CHIEF OF MISSION AUTHORITY, MUST ATTACH COPIES OF THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO THEIR APPLICATIONS TO BE ELIGIBLE FOR CONSIDERATION. NO RELOCATION EXPENSES ARE PROVIDED TO THE JOB LOCATION: ACCRA, GHANA. IF TRANSPORTATION TO ACCRA IS REQUIRED, IT WILL BE THE EMPLOYEE'S RESPONSIBILITY.

The U.S. Mission in Accra, Ghana is seeking eligible and qualified applicants for the position of IRC (Information Resource Center) Outreach & American Space Coordinator in the Public Affairs Section (PAS) of the Embassy.

BASIC FUNCTION OF POSITION

The incumbent is responsible for designing, marketing and coordinating training, outreach and program support for Mission Accra's IRC and assists partner leads in programming at American Spaces. In line with Department mandates, s/he will be responsible for drafting and developing annual policy priorities for the American Spaces and preparing an annual strategic plan and budget for each American Space. Conducts outreach to key audiences through in-person training and helps the IRC Director arrange IRC programming in all 10 regions, managing all logistics. S/he serves as the first point of contact for IRC visitors with welcome and orientation duties.

MAJOR DUTIES AND RESPONSIBILITIES

- **Outreach:** The incumbent helps develop and maintain professional relationships with members of target audiences and promotes IRC services and products through various IRC and Public Affairs outreach programs as appropriate. Assists with Embassy-generated mobile computer lab and/or

American Space programming, and advises and partners with host institutions to brainstorm, use target of opportunity speakers, and create programs of value to local communities. The incumbent will work with host institutions to draft required annual American Spaces strategic plans and budgets that will increase activity and expand the reach of these spaces. The Coordinator will have regular field visits to the Spaces in order to best monitor and assist in programming and promotion, as well as to guide in terms of metrics, results reporting and entry into State Department databases.

- **Program Support and Collection Development:** Keeps abreast of new releases appropriate for the reference and circulating collection and recommends acquisitions appropriate for American Spaces and the Information Center. Manages representational book donations for the Mission, keeping track of available collection and making recommendations to re-stock when appropriate and in-line with Mission Strategic Objectives. Maintains a database of titles donated and organizations reached. The Coordinator serves as back-up IRC Director as needed.
- **IRC Management and Digital Engagement Support:** The incumbent will serve as the IRC first point of contact greeting visitors and staffing the front desk. Prepares speaker requests for interactive DVC programs hosted at the IRC and expanded to the regions as technology permits and bandwidth increases. Serves as back-up to the Social Media Assets Manager, as such manages the website and social media tools employed by the Embassy in the absence of the manager. Other duties as assigned.
- **Research and Reference:** Keeps abreast of new reference and information resources made available on the Internet and online databases. Responds to inquiries and requests for in-depth information primarily from Mission contacts and PAS target audiences (e.g. youth leaders, students, parliamentarians, academics, senior ministry officials and other policy makers, the media, researchers) as well as from PAS staff and other agencies at post. Analyzes the request and, if needed, contacts the client to discuss and clarify the information needed. If query is outside the scope of the IRC's capability, refers clients to appropriate institutions or contacts other agencies or private sources to obtain information.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- 1. EDUCATION:** A university degree in information science, library science, education, political science, American studies, international affairs, journalism, communications or marketing is required.
- 2. EXPERIENCE:** Must have a minimum of two years of progressively responsible experience in the field of information provision, broadly defined. This includes experience in traditional research and reference services, events programming and familiarity with emerging technologies and electronic resources. Demonstrated organizational and planning skills are required.
- 3. LANGUAGE:** English Level 4 (Fluency; speaking/reading/writing) is required. On occasion, the job holder may need to act as an interpreter. **(Language proficiency will be tested.)**
- 4. SKILLS AND ABILITIES:** Excellent service orientations to target audiences, as well as superior interpersonal and cross-cultural skills are required. Excellent written and oral communication skills; good public speaking skills is required. Ability to maintain frequent and close contact with target audience, independently plan, organize and carry out assigned responsibilities using electronic based technologies is required. Must be able to work effectively with American and foreign national staff. Ability to conduct reference research and respond rapidly to complex requests is required.

5. JOB KNOWLEDGE: Must have good knowledge of U.S. reference and resource materials in the subject areas emphasized in the Integrated Country Strategy (ICS). Understanding of standard information science practices and procedures is required. Understanding of current trends in American and Ghanaian information, science and technology sectors is required. Must be versed in wide range of issues dealing with U.S. government and political processes, U.S. foreign policy, U.S. culture, society and values.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at (<http://ghana.usembassy.gov/jobopportunities.html>) and/or by contacting the Human Resources Office (Email: AccraHRO@state.gov)

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:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR 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.
4. The candidate must be able to obtain and hold a security clearance.
5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY: Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, certificates, degrees, etc.)

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 U.S. Embassy

Mailing Address: Human Resources Office
Through the Mailroom Chancery
American Embassy, Accra
P. O. Box 194, Accra

FAX Number: 0302-741389
Telephone: 0302-741000
E-mail Address: AccraHRO@state.gov

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.