

# **POSITION DESCRIPTION FOR TRAVEL, SHIPMENT AND COMMUNICATIONS AND RECORDS ASSISTANT**

## **BASIC FUNCTION OF POSITION**

The Travel, Shipment, Communications and Records assistant will serve as a full-time member of the USAID/West Africa/ Regional Executive Office. Under the supervision of the Travel Assistant the incumbent will provide full back-up support services in the day to day duties of the Travel, Shipment and Records and Communications Assistants.

## **MAJOR DUTIES AND RESPONSIBILITIES**

## **% OF TIME**

### **A. TRAVEL SUPPORT**

**40%**

Support the Travel Assistant to provide regular travel services; provide expeditor services as needed upon arrival of VIP and TDYs, and ensure that arriving and departing designated personnel are smoothly processed from the airport and border and arrive at their intended destination. Provide training to mission personnel on the use of the agency mandated travel software E2. The incumbent may travel to Limited Presence Countries to provide travel support services and training. Prepare entitlement travel authorizations as well as invitational travel authorizations. Coordinate with ICASS for Ghanaian visas for regional customers that do not have a Ghanaian Embassy in their country of residence. Prepare letters to embassies for EXO's signature. Coordinate pick up and deliver of travel tickets, visa applications, and approved visas from neighboring embassies. Deliver diplomatic notes to Ministry of Foreign Affairs (MFA), as needed. Assist with pick up and deliver paperwork for customs clearance and shipping processing with ICASS for inbound and outbound shipments. Conduct research on travel policies to ensure mission compliance.

### **B. SHIPMENT SUPPORT**

**30%**

Assist the processing inbound and outbound shipments of personal effects and official supplies following ICASS service standards. Issue and maintain the inventory of Cell Phones and their chargers.

Coordinate with ICASS and shipping companies to obtain customs pre-clearance for freight, submit required documents to contractors and government officials, and work with contractors to ensure timely delivery of goods. Coordinate with ICASS for the logistics involved in the booking and transportation of personal effect shipments. Provide assistance with claims for damage and follow compliance in accordance with USG regulations. Coordinate with USAID contractors involved in pack-outs and deliveries and inventories.

### **C. RECORDS AND CORRESPONDENCE SUPPORT**

**15%**

Assist file custodians working in different offices in the organization of their office files in accordance with mission regulations. Work with C&R as backup to track disposal dates of archived files in temporary storage, and advise File Custodians when the destruction date arrives. Assist the filling of necessary forms for the disposal of outdated files for each office and obtain the

Office Chiefs approval. Assist in the maintenance of (off-site) files storage area and retrieve records upon request from Mission personnel. Respond to FOIA requests for information and provide assistance to Mission staff by researching files for the requested information. Assist and coordinate with office secretaries in preparing and submitting the annual Records Inventory and Disposition Plans, and Vital Records report to AID/W.

D. Perform other duties as requested.

15%

**REQUIRED QUALIFICATIONS/SELECTION CRITERIA**

- A. **Education:** Completion of Secondary School is required and two years of further technical studies in the area of business management or travel is required.
- B. **Prior Work Experience:** Two years' experience of performing administrative/clerical work in an international organization or travel industry is required
- C. **Language Proficiency:** Level IV English (fluent) and Basic proficiency in French are required.
- D. **Knowledge:** Must have basic understanding of Travel procedures/Airlines relations and Ghanaian/ECOWAS customs clearance, shipment, and immigration regulations.
- E. **Skills and Abilities:** The incumbent must possess problem solving skills and ability to deal tactfully with USAID and Embassy personnel, implementing partners and governmental agencies; must be proficient in Microsoft Office Suite, and other applicable software as well as Google application. Must possess a Ghanaian Driver's license to drive a vehicle.