

VACANCY ANNOUNCEMENT

Announcement Number: 010 14

OPEN TO: *All Interested Applicants*

POSITION: **Security Receptionist**
FSN-5, FP-9 (Full Performance)

OPENING DATE: May 7, 2014

CLOSING DATE: **May 21, 2014**

WORK HOURS: Full-time irregular (shifts) work schedule:
40 hours/week; 80 hours/pay period

SALARY: EFM/MOH/NOR:
Position Grade: FP-9/1: US \$32,282.00 p.a. (Starting Salary)

Ordinary Resident (OR):
Position Grade: FSN-5/1: €15,121.00 p.a. (Starting Salary)

Note: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Definitions) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Mission employees may not apply for vacant position during probationary period.

The U.S. Embassy in Athens is seeking an individual for the position of **Security Receptionist** in the **Diplomatic Security**.

BASIC FUNCTION OF POSITION

The incumbent serves as a Security Receptionist; acts as telephone switchboard operator performing telephone operators duties on 24-hour basis (shift work). Incumbent uses a computer-aided dispatch system, receives emergency calls from the U.S. Personnel and dependents, from U.S. citizens visiting Greece, local authorities, and U.S. Mission security elements. Incumbent records anything unusual in post's computer database, generates incident reports, and handles all

security emergencies (i.e., security, fire, medical, etc.) arising during his/her shift. Incumbent determines the nature and location of the emergency, determines priorities, and dispatches Local Guard Force personnel, police, fire department, ambulance and/or other emergency units as necessary and in accordance with established office procedures. Incumbent must be always alert and inform his/her supervisor according to the Standard Operating Procedures of the Security Reception Desk post.

QUALIFICATIONS REQUIRED

All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criterion.

- **Education:** High school diploma (six years) **is required.**
- **Experience:** One year related experience **is required.**
- **Language:** **a)** English language, level IV (fluent) speak/write/read, and **b)** Greek language, level IV (fluent) speak/write/read **are required.**
- **Knowledge:** **a)** multi-line telephone system, **b)** computer software, **c)** the country and especially of Attica province, **d)** local police structure, **e)** communication devices and equipment, **f)** effective human relations and communications techniques, **g)** general record keeping and filing systems, **h)** RSO's office security practices/Standard Operating Procedures **are required.**
- **Skills and Abilities:** to **a)** maintain accurate records establish positive relations, **b)** speak Greek/English clearly and succinctly, **c)** computer skills (i.e., Microsoft Word, Access and Internet), **d)** telephone operator and dispatcher skills, **e)** establish positive relations, **f)** identify security issues and respond accordingly, **g)** respond in a calm and effective manner, **h)** read and understand quickly and accurately street maps and effectively direct emergency response, **i)** explain instructions and guidelines effectively to others, **j)** function as a member of a law enforcement team, **k)** establish positive relations, **l)** train/instruct other, **m)** obtain, retain, and analyze information from distraught, distressed, or incoherent callers, **n)** work independently as per office instructions, **o)** explain instructions and guidelines effectively to others and determine work priorities **are required.**
 - Ability to work in shifts **is required.**

Note: *Language proficiency may be tested.*

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that all candidates address the required qualifications and provide documentation required in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
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 FMA appointment are ineligible to apply for advertised position within the first 90 calendar days of their employment.
5. Currently employed NORs hired under 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.
6. The candidate must be able to obtain and hold a security clearance.
7. Greek National employees who have not completed their regular military service are not considered for employment with the American Embassy.

HOW TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174) form (http://athens.usembassy.gov/job_opportunities.html); **plus**
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Candidates may also include a current resume or curriculum vitae.
4. **Any** other documentation (e.g., licenses, essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

Failure to do so will result in an incomplete application.

WHERE TO APPLY

You may hand deliver your application to the Reception area of the Embassy **by 5 p.m. on the closing date**, fax, mail or e-mail it at recruitmentath@state.gov.

All applicants will be notified in writing of the results of the consideration given their application approximately six to eight weeks after the closing date of the announcement.

SUBMIT APPLICATION TO

Human Resources Office
American Embassy
101 60 Athens

POINT OF CONTACT

Aimilia Boka
Tel: 210-720-2238
Fax: 210-720-2197

DEFINITIONS

1. **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 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, 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, 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.

2. **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,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders 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 at an office of the American Institute in Taiwan; or
2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **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

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. 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 Chief of Mission (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 family member. A MOH does not have to be a U.S. Citizen.

5. **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 GS or FS salary schedule, not under the LCP.

6. **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.

EFM's without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

CLOSING DATE FOR THIS POSITION: May 21, 2014

The U.S. Mission in Greece 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.

Distribution: All U.S. Mission Personnel