

**Position Title:** Community Liaison Office Coordinator (CLO)  
**Employee's Name:**

**Position Number:** 97237002  
**Position Grade:** FP-6

### **13. Basic Function**

The Community Liaison Office Coordinator (CLO) develops and manages a comprehensive post program to maintain high morale. Morale is directly affected by quality of life issues related to the FS lifestyle and post-specific environment. Environmental factors include but are not limited to lack of infrastructure, host-country mores and laws, sanitation and health issues, hardship, danger, and isolation. The CLO identifies the needs of the post community and responds with effective programming, information and resources, and referrals. Serving as the community advocate for employees and family members, the CLO advises post management on quality of life issues, recommends solutions, and advocates effectively for employee/ family friendly post policies.

CLO is a mandatory ICASS package and as such serves all participating USG agencies at post. The CLO is a rated ICASS service provider whose base constituency includes all direct-hire employees and family members. The latter includes members of household (MOHs) who accompany personnel to post but are not included on official orders.

The CLO program regularly includes the expanded consulate community to incorporate TDYers, contractors, and FSNs.

### **14. Major Duties and Responsibilities**

#### Employment Liaison

10%

- Advocate for family member employment opportunities within the consulate and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the consulate and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Organize and facilitate career planning workshops and employment seminars for family members.
- Inform family members on EFM employment programs managed by the DOS.
- Inform family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Administer the post Summer Hire Program.
- Coordinate and maintain post's Family Member Employment Report (FAMER).

#### Crisis Management and Security Liaison

10%

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.

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- Serve on the Emergency Action Committee with primary responsibility for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
- Develop and maintain a warden system database for all employees and family members that include safehaven information.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safehaven info to FLO during an evacuation.
- Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
- Crisis aftermath - work with post management to rebuild the community.

#### Education Liaison

15%

- Establish and maintain liaison with schools used by post families.
- Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.
- Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

#### Information and Resource Management

10%

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Pursue and develop resources within and outside the consulate to best serve constituent needs.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Develop and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.
- Develop client database and CLO page on post website.
- Market the CLO program to the community and post management to garner support for programs.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.

#### Guidance and Referral

10%

- Provide confidential support to individuals and groups within the community (divorce, spouse/child abuse, adoption, death, mental health concerns).
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.

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- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies

Welcoming and Orientation

20%

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.

Community Liaison

15%

- Establish and maintain an effective working relationship with all agencies and sections of the consulate.
- Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serve as community representative on consulate committees ( IAHB, EAC, PEC).
- Attend consulate team and regularly scheduled briefings with ADMIN and the principal officer.
- Establish a CLO Advisory Board to assist in defining program goals.
- Develop an effective working relationship with CLOs from other English-speaking Missions.

Events Planning

10%

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories: U. S. traditions
- Host country culture Social, educational and recreational activities
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.

**15. Required qualifications**

- A. EDUCATION: Completion of secondary school required.
- B. PRIOR WORK EXPERIENCE: One year of responsible general office experience is required.
- C. POST ENTRY TRAINING: On-the-job orientation and training provided by Management Officer and CLO in Quito.
- D. LANGUAGE PROFICIENCY: Level IV English, written and spoken, is required.
- E. JOB KNOWLEDGE: The complexity of issues in the daily administration of the program requires knowledge of pertinent DOS regulations, programs, and policies, as well as host-country laws, practices, and mores. This knowledge is particularly critical to performance of CLO duties in employment liaison, education liaison, crisis management and security

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liaison where USG and State Department regulations, policies and initiatives govern programs and benefits critical to the general well-being of FS employees and family members overseas.

**F. SKILLS AND ABILITIES:**

- Ability to analyze and define long-term goals, determine effective use of resources, and implement programming responsive to community needs.
- Ability to recognize, evaluate, and manage potential conflicts inherent to serving the needs of a diverse community.
- Ability to deal with all levels of post management in the identification and resolution of morale issues and implementation of responsive policies.
- Ability to coordinate with other elements of the consulate to ensure program success.
- Ability to develop and maintain effective contacts in local business, educational, and service communities.
- Ability to listen and respond to quality of life concerns in a professional and sensitive manner. The CLO is a caregiver who often deals with issues that are subjective in nature and relate directly to overall mental and physical well-being of the client(s) or community as a whole.
- Ability to use Microsoft office products and to perform basic typing.
- Ability to obtain and maintain Top Secret Clearance.

**16. POSITION ELEMENTS:**

- A. **SUPERVISION RECEIVED:** The CLO reports directly to the Management Officer. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and timelines for completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

The CLO functions independently when responding to client or collective issues. Frontline response to sensitive and complex issues requires immediate assessment of the gravity of the situation and a timely response to the client (s) as to the appropriate initial action. This necessitates mature and measured judgment on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder.

For performance evaluation purposes, the rating officer is the management officer and the reviewing officer is the consul general

- B. **SUPERVISION EXERCISED:** None  
C. **AVAILABLE GUIDELINES:** FAM, FAH, FLO publications, Consulate policies.  
D. **EXERCISE OF JUDGMENT:** Limited.  
E. **AUTHORITY TO MAKE COMMITMENTS:** None.

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- F. NATURE, LEVEL AND PURPOSE OF CONTACT: Daily contact with Consulate community; mid- level contacts with clubs, churches, local vendors; FLO office; CLO in Quito.
- G. TIME EXPECTED TO REACH FULL PERFORMANCE LEVEL: Full operational level should be achieved in 6 months.