

### **BASIC FUNCTION OF POSITION**

The incumbent of this position serves Post's five agencies consisting of 110 individuals. The incumbent will assist the Information Management section with IT duties as assigned by the Information Programs Officer (IPO), and Information Management Specialist (IMS) and immediate Locally Employed Staff (LES) supervisor. He/She will also assist the primary Mail Clerk with expeditor duties, Post's unclassified pouch & DPO, distribution, courier escort duties, pouch customs clearance and performs local messenger service. Additionally, the incumbent assists as a telephone operator for the Consulate and provides information to telephone callers and visitors on a wide range of services offered by the Consulate.

### **MAJOR DUTIES AND RESPONSIBILITIES**

#### **IT OPERATIONS AND CUSTOMER SERVICE 45%**

Field and resolve customer request for assistance with hardware, operating system, and application complications. This includes but is not limited to operational guidance related to desktop applications, printer maintenance, operating system malfunction, hardware malfunction, driver installations, system and mail profile issues, and questions relevant to procedures and practices. Assists with the installing of new cabling and workstations.

- Install, maintain and test new hardware, preparing workstations, and load authorized software for normal day-to-day operations.
- Install, maintain, test and train users in administrative support applications such as Microsoft Office Suite products, anti-virus protection and general office automation software such as e-mail, word processing and spreadsheets.
- Ensure network connectivity and optimum throughput of network traffic within post's local area networks.

#### **MAIL HANDLING 25%**

The information management clerk works with the mail clerk in support of all logistical administration of the Consulate's incoming and outgoing official, professional and personal mail. This includes, but is not limited to: processing with carriers, transportation, storage, distribution and handling of all correspondences. All avenues; DPO, intra-organizational, pouch, interoffice and interdepartmental mails are included in this function. He/She provides support to the primary mail clerk in the following duties:

- Assists with logistical administration of the Consulate's incoming and outgoing official, professional and personal mail. This includes, but is not limited to: processing with carriers, transportation, storage, distribution and handling of all correspondences. All avenues; DPO, Diplomatic Pouch, intra-organizational, interoffice, interdepartmental and local mail operations are included in this function.

**POSITION: INFORMATION MANAGEMENT CLERK**  
**POSITION GRADE: FSN-6**

**POSITION #: A55530**  
**EMPLOYEE NAME: VACANT**

- Assists with sending all in-house mail processed through the local post office.
- Assists to pick up and deliver local mail to post office.
- Assists in setting up all airport clearances with Customs ahead of time and prior to carrier aircraft.
- Assists with escorting and delivering the classified diplomatic pouches in route to and from Guayaquil at the airport.
- The information management clerk helps primary mail Clerk in maintaining an up-to-date database of mailbox assignments and forwarding timetables; developing and maintaining Standard Operating Procedures (SOP's)

## **TELEPHONE OPERATOR**

**25%**

Assists and supports operator with U.S. citizens' (internal and external) and Ecuadorian citizens' and government officials' calls by ensuring they are directed to the requested or appropriate individual or office. As one of the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive and/or abusive. The operators are also required to handle emergency situations that could arise due their responsibility of being the primary point of contact for all callers. Must exercise good judgment when handling emergency calls. Also serves as the primary alternate/backup switchboard operator for absence/vacation, breaks, and lunch of associate operator/receptionist.

Assists the primary operator with telephone switchboard responsibilities for entire Consulate. Politely and tactfully answers local and long distance (often international) calls in Spanish and English, Uses knowledge of Consulate operations to transfer calls to the correct office and person.

Assists U.S. citizens or callers with calls on general Consular issues or directs them to appropriate Consular personnel for assistance. This requires the employee to identify frequently asked questions by callers on a broad array of Consular issues, such as visa and U.S. citizen concerns, and then to work closely with the consular section staff to create a fact sheet to address these questions.

Handles requests from Consulate employees to place outgoing calls, especially international calls through CNT (keeping a log sheet), and long-distance calls to other cities in Ecuador.

Provides information about Consulate functions, hours, offices and personnel to visitors, politely handling general inquiries. May tactfully question visitors to ascertain the precise nature of their business with the Consulate. Contact the appropriate office, as needed, to announce their arrival. Directs persons requesting visa information to the consular section window.

**OTHER DUTIES as assigned**

**5%**

### **DESIRED QUALIFICATIONS**

- a. **Education:** Two years of college credit in Information Technology or Telecommunications.
- b. **Prior Work Experience:** One year of information technology experience is required plus at least 6 months customer service.
- c. **Post Entry Training:** On the Job training as required, one to two weeks.
- d. **Language Proficiency:** Level IV Fluent (written/spoken) Spanish and Level III (Good working knowledge) English is required.
- e. **Knowledge:** Must be familiar with policies and regulations from the Department of State and security procedures related to the job. Excellent knowledge of Microsoft computer applications (Word, Outlook, Excel, PowerPoint). Good knowledge of Network infrastructures and connectivity. Must have good understanding of the Ecuadorian postal system and a basic understanding of airport procedures
- f. **Skills and Abilities:** Considerable tact, skill and diplomacy are required in dealing with the public. Typing and computer skills (word, excel, outlook) are required. Ability to type a minimum of 35 words per minute is required. Possession of a valid local driver's license is type B required. Must have the physical ability to move large, heavy crates and pouch bags. Must have organizational skills.

### **POSITION ELEMENTS**

- a. **Supervision Received:** Direct supervision from Locally Employed Staff (LES) System Manager.
- b. **Supervision Exercised:** none
- c. **Available Guidelines:** Various Consulate procedures and guidelines. FAM instructions covering network cyber security and operations procedures the handling of State pouch material and diplomatic immunities. Mission telephone directory and organizational chart. Telephone Unit's and Operator Console Operational Manuals.
- d. **Exercise of Judgment:** Must exercise assists judgment and consoling manner when handling all callers, external and internal. As the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive a/o abusive. When dealing with customer services, must be able to make thorough and conscientious decisions when taking action on pertinent requests.
- e. **Authority to Make Commitments:** None
- f. **Nature, Level, and Purpose of Contacts:** Internal points of contacts for Mission sections and agencies for directing visitors. As directed by the supervisor, maintain contacts with CNT to assist the Mission with telephone maintenances, installations and billing problems.

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**g. Time to Perform Full Range of Duties after entry into the Position: one year.**