

**UNITED STATES EMBASSY
REYKJAVIK**

Date: October 07, 2011

VACANCY ANNOUNCEMENT NUMBER: 08-11

OPEN TO: All Interested Candidates

POSITION: GSO-Customer Service Clerk, FSN-5; FP-9*

OPENING DATE: October 8, 2011

CLOSING DATE: October 21, 2011

WORK HOURS: Full time; 40 hours/week.

SALARY: *Not-Ordinarily Resident: US\$ 27,431 – 35,791. Position Grade FP-9 (confirmed by Washington).
*Ordinarily Resident: IKr. 3,580,549 – IKr. 4,654,717 p.a. (Starting salary). Position Grade FSN-5.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN COUNTRY AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Reykjavik is seeking an individual for the position of GSO-Customer Service Clerk in the General Services Section.

BASIC FUNCTION OF POSITION

Under direct supervision of the GSO-supervisor the incumbent performs range of customer service duties within the field of the general services operations.

For further information please send an e-mail enquiry to reykjavikvacancy@state.gov.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information addressing each requirement.

A. Education: Successful completion of high school or Icelandic equivalent is required.

- B. Prior Work Experience: Minimum of one year experience in office work and service providing is required.
- C. Post Entry Training: On the job training, orientation and introduction, FAM and FAH.
- D. Language Proficiency: Level III (good working knowledge) of English and Icelandic is required.
- E. Job Knowledge: Knowledge of the terminology and procedures of the organization to comprehend and apply guides and instructions covering the assigned tasks is required.
- F. Skills and Abilities: A demonstrated, proficient ability to use Microsoft Windows-based computers and proficiency in using Microsoft Office is required. Ability to effectively plan and execute tasks and projects from start to finish is required. The ability to work effectively and tactfully in a loosely structured, fluid and collegial workplace is required. Valid driver's licence for operating motor vehicles in Iceland.

SELECTION PROCESS

Applicant ability to meet the above required qualifications may be formally evaluated as part of the selection process.

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the qualifications outlined above 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. Currently employed US Citizen EFM's who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

TO APPLY

Interested applicants for this position must submit the following to ensure full consideration of their application:

1. Application for employment locally employed staff or eligible family members DS-174 ; or
2. A current resume or curriculum vitae that provides the same information as an DS-174 (e-forms); plus
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
5. Please note that applications and accompanying documentation will not be returned to applicants.

SUBMIT APPLICATION TO

reykjavikvacancy@state.gov

DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:
 - US citizen;
 - Spouse or dependent that is at least age 18;
 - Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniform service members who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

TAXES

U.S. Citizens/Legal Permanent Residents: FICA contributions, U.S. Federal Income Tax and state tax withholdings shall be deducted in accordance with regulations and rulings of the Social Security Administration and the U.S. Internal Revenue Service, respectively. The employee may also be obligated to file state income tax returns and obligated to pay foreign taxes, depending upon residency status and the host government's taxation laws. All tax liabilities arising from this employment are the employee's responsibility whether or not taxes are withheld by the government. Regular deductions for federal, state and FICA taxes will be made through the Financial Service Centers.

CLOSING DATE FOR THIS POSITION: October 21, 2011

The US Mission in Iceland is an Equal Opportunity Employer. Candidates will receive consideration without regard to race, color, religion, sex, national origin, disability, age, or sexual orientation.