



AMERICAN EMBASSY, NEW DELHI, INDIA

VACANCY ANNOUNCEMENT NUMBER: 14-076

OPEN TO: All Interested Candidates

POSITION: Telephone Clerk, FSN-605-06, DLA-550007
(Personal Services Agreement)

OPENING DATE: September 30, 2014

CLOSING DATE: October 17, 2014

WORK HOURS: Full-time; 40 hours/week

SALARY: Not Ordinarily Resident (NOR) - Grade: FP-08
Ordinarily Resident (OR) - Grade: FSN-06*
*Starting salary will be determined on the basis of qualifications and experience, and/or salary history.

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

The U.S. Embassy in New Delhi is seeking an individual for the position of Telephone Clerk in the Information Resource Management Office.

Applicants must apply on the U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted. (Refer to application procedure below)

Only applicants who are selected for the interview will be contacted.

BASIC FUNCTIONS OF POSITION

The incumbent is the team lead of the Telephone Accounts Office, and give work guidance to the other two employees in the section. The incumbent operate as the principal employee in the Information Resource Management section who communicate with all telecommunications and internet vendors with which the Embassy purchases services. Serve all offices and agencies across Mission India for most of their communication needs from various telecommunications service provider vendors and companies.

Performs the following duties, though not limited to:

Team Lead, Administrative and Management Functions:

- Responsible for the maintenance and upkeep of more than 440 telephone accounts installed at various U.S. Government residences, mission offices, tenant agencies and embassy's and American Center telephone switchboards.
- Supervise the activities of the other two employees in the section and provide organized customer service and technical training to them as necessary.
- Responsible for negotiating and performing all administrative duties in connection with implementing, registering, upgrading and cancelling circuits.
- Manage the installation, closing, shifting, restoration and maintenance of all telephone and internet connections at all Embassy-owned and leased residences and facilities.
- Escalate remedy tickets with telephone and internet companies help desks technical and customer support tier levels from a lower to a higher precedence level to resolve the telephone line quality when a certain area's lines are poor and giving problems to the American occupants.
- Liaise with the MTNL and Airtel commercial and or technical officials to expeditiously disconnect telephone and Internet connections upon departure of employees from post.
- Perform time-keeping functions, and manage leave scheduling and site visits for the telephone accounts employees so that the office is not left unattended during business hours.
- One of the incumbent's most important responsibilities is to expeditiously arrange, at short notice, a variety of communications facilities for VIP visits.
- Work closely with the American officers to provide information to Washington regarding all costs and logistics associated with circuit acquisition, availability, leasing, and renewal.

Telephone, Internet and other Communication Server:

- Procure new telephone connections for the Embassy and its tenant agencies.
- Routinely updates the telephone database on based on information concerning new arrivals and departing personnel provided by the Human Resources office and signs check-in and checkout sheets when the employee arrives/departs Post.
- Coordinate with GSO/Housing regarding provisioning new connections at the Embassy leased new houses and keep records of these new connections.
- Keep records of payments made to MTNL/Airtel and arrange for refunds against advances paid from MTNL.

Leased Telephone Line and Leased Internet Line Circuits:

- Primary point of contact in the Mission and the consulates for all leased line circuits and leased line Internet circuits ordered from local telecommunications service providers such as TATA, VSNL, RELIANCE and MTNL.
- Prepare all official and internet paperwork, forms, undertakings, letters etc. and review agreements/contracts.
- Contact relevant Commercial officers/Deputy General Managers(DGM)/General Manager(GM) to ensure the implementation and timely preparation/processing of

Demand Notes and Advice notes, quotations and any other special request related to these circuits.

- Maintain records of leased line Internet circuits and leased line wideband circuits.

Cell Phone and Blackberry Services:

- Arrange for the procurement or rental of cell phones for the Embassy's use or for VIP visits and other officials visitors. The Embassy and its associated have over 350 official cell phones and over 325 official Blackberries.
- Contact cell phones and Blackberry service provider agencies for repairs and changes in service plans and coverage. Inspect Blackberry equipment and recommends obsolete models for replacement and auctioning.
- Maintain cell phone and Blackberry records in the database to include all issuances, user changes due to personnel transfers and service changes and updates the same in a cell phone and Blackberry directory for the Mission's official use.
- Manage the issuance of PIN codes to Embassy employees for making long distance and IVG calls and maintain the database.

Other Duties:

- Act as a billing assistant if other members of the office are absent to smoothly expedite the billing and payment process.
- Expedite Mission American employees request to provide dynamic STD/ISD facility for their residential phones. Train the subscribers in the proper use of this facility.
- Perform other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. To request the position description, kindly send an email to NewDelhiVacancies@State.gov.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of senior secondary education (Class XII) is required.
2. Three years of work experience in administrative field is required.
3. Level IV (Fluency) in English and in Hindi(Speaking/Reading/Writing) is required.**(When applying for the position, please indicate your level of proficiency for these languages)**
4. Demonstrated experience using personal computer skills with software packages including Microsoft Office Outlook, Word, Excel, Power Point.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications 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. 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 Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. 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 unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position should submit the following:

1. Universal Application for Employment as a Locally Employed Staff or Family member (DS-0174) is available on website **Please note:** Must answer all the questions in DS-174 application form.

http://newdelhi.usembassy.gov/job_opportunities.html **or**

2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

U. S. Embassy
Human Resources Office (Recruitment Team)
Shantipath, Chanakyapuri

New Delhi 110 021

or

FAX: 2419-8056

or

E-mail: NewDelhiVacancies@State.gov

POINT OF CONTACT

Telephone: 24198227/8369/8908

Please insert **14-076** (Vacancy Announcement Number) in the Subject of the E-mail NewDelhiVacancies@State.gov. Applications without the Vacancy Number or with incorrect Vacancy Number will not be accepted.

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 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.

EFMs 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).

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Date of Birth
- E. Place of Birth
- F. Dates Available for Work
- G. First, Middle, & Last Names as well as any other names used
- H. Current Address, Day, Evening, and Cell phone numbers
- I. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- J. U.S. Social Security Number and/or Identification Number
- K. Eligibility to work in the country (*Yes or No*)
- L. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- M. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- N. Days available to work
- O. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- P. U.S. Eligible Family Member and Veterans Hiring Preference
- Q. Education
- R. License, Skills, Training, Membership, & Recognition
- S. Language Skills
- T. Work Experience
- U. References

CLOSING DATE FOR THIS POSITION: (October 17, 2014)

The U.S. Mission in New Delhi 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.