

Vacancy Announcement

for U.S. Embassy, Baghdad

ANNOUNCEMENT NUMBER: TCN 11-13

OPEN TO: Third Country Nationals Only

POSITION: Customer Service Clerk; FSN-5

OPENING DATE: January 16, 2011

CLOSING DATE: January 29, 2011

WORK HOURS: Full-time; 40 hours/week

SALARY: \$16,904 per annum (Plus 35% Differential of basic salary; 15% of basic salary for Unique Conditions of Work Allowance) **Paid in US Dollars.**

LENGTH OF HIRE: 1 - 5 years (1 year with 4 optional years)

U.S. Embassy in Baghdad is seeking an individual for the position of Customer Service Clerk in the General Services Office of U.S. Embassy Baghdad.

BASIC FUNCTION OF POSITION

Incumbent is responsible for the embassy's SIM Iraqi cell phone support, cell phone inventory, maintaining activity of all lines, distribution of SIM phone cards, cell phones and keeping the Iraqi cell phone database up-to-date. Provide additional customer service support and clerical services to the General Services Office, including providing customer service orientation to incoming embassy personnel and coordinates office operations.

The Universal Application Form, TCN program benefits and FAQs can be found at:

http://iraq.usembassy.gov/hr_tcns.html

QUALIFICATIONS REQUIRED

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

1. Completion of secondary (high) school is required.
2. Prior work experience of no less than two (2) years of administrative and general clerical work experience is required.
3. Language requirements include level III (good knowledge) in English and level IV (fluency) in Arabic are required.
4. Thorough knowledge of GSO operations, procedures and standards, and U.S. Embassy offices/agencies is required.
5. Strong organizational skills and ability to prioritize tasks in order to coordinate various important tasks the same day. Must have skills in interpersonal relations in order to interface efficiently with various contacts including customers and vendors. Incumbent must have solid office computer skills and computer software knowledge, and the ability to operate various office machines are required.

SELECTION PROCESS

It is essential that candidates address the required qualifications above in the application to meet the required qualifications.

TO APPLY

Applicants for this position must submit the following information:

1. Universal Application for Employment DS-174, as a Third Country National (TCN);
2. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION MATERIALS TO THE FOLLOWING EMAIL ADDRESS:

TCNISUAmman@state.gov

FOR INQUIRIES PLEASE EMAIL: TCNISUAmman@state.gov

POINT OF CONTACT

Telephone: (962) (6) 590-6832 / 590-6828

FAX: (962) (6) 5906869

CLOSING DATE FOR THIS Vacancy Announcement: January 29, 2011

The U.S. Mission in Baghdad 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.

Approved: AMEveritt ISU/HRO

Cleared: CDubose GSO

Drafted: LABdulahdi ISU/HR

Appendix A

DEFINITION

A third-country national (TCN) is an individual who meets the following criteria.

- (1) Is neither a citizen of the United States nor of the country to which assigned for duty.
- (2) If employed, is eligible for return travel to the TCN's home country or country from which recruited at U.S. Government expense.
- (3) Is on a limited appointment for a specific period of time.
- (4) Encumbers a direct-hire, personal service agreement (PSA) FSN position covered under the TCN local compensation plan. Such an employee normally is recruited from outside the host country and relocated from the point of recruitment to the host country. The return travel obligation assumed by the U.S. Government may have been the obligation of another employer in the area of assignment if the employee has been in substantially continuous employment which provided for the TCN's return to home country or country from which recruited.

Hired TCN Staff are considered separate from the Locally Employed Staff (LES) because they have separate Local Compensation Plan and nationalities. Candidates are expected to be employed at the U.S. Mission in Iraq from one to five years.

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information which equates to the information found on the DS-174.

Failure to submit the required information may result in the applicant not being considered for the vacancy.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (see top of page)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. Permanent U.S. Resident (Yes or No; if YES, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- J. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class/Type
- K. Days available to work
- L. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- M. Education
- N. License, Skills, Training, Membership, & Recognition
- O. Language Skills
- P. Work Experience
- Q. References

Customer Service Clerk Capsule Position Description FSN - 5

The incumbent is responsible for the embassy's \$1M Iraqi cell phone support services. Furthermore, the employee must keep track of the cell phone inventory, maintain the activity of all lines, and assign cellular lines with proper Service Plans such as local, international or VIP according to the position and/or grade of employees. It is the responsibility of the position holder to contact and periodically (conditions warranted) meet vendors at International Zone check-points to receive items purchased/requested that cannot be delivered to the embassy compound. The incumbent receives visitors and telephone calls, providing information or assistance in routine matters, following instructions and guidelines precisely in referring all other matters to the appropriate responsible individual or office. The employee also serves as the General Services Office receptionist and maintains the GSO calendar of events, screens telephone calls, responds to general questions, and refers callers and visitors to appropriate staff members and lastly, establishes, maintains and retrieves GSO Customer Service files. Additionally and periodically, the incumbent will provide Arabic to English translations and assist with the Check-in/out briefings for incoming and outgoing personnel. The incumbent also receives work orders, supply requests and mail, and routes all to the appropriate offices. Lastly, the employee supports and provides assistance in Diplomatic Visits with cellular communication equipment.