

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 12 - 47

OPEN TO: Appointment Eligible Family Members (AEFMs) And US Citizen Members of Household (MOH) – All Agencies

POSITION: Embassy Air Reservation Coordinator

OPENING DATE: May 3, 2012

CLOSING DATE: May 16, 2012

WORK HOURS: Fulltime – 40 hours per week

SALARY: *EFM: (Position Grade: FP-07)

The U.S. Embassy in Amman is seeking one individual for the position of Embassy Air Reservation Coordinator in the Iraq Support Unit Section. **This individual must be willing to work additional hours to include weekends as needed.**

NOTE: ONLY US CITIZEN ELIGIBLE FAMILY MEMBERS (AEFM) AS DEFINED BELOW OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION AUTHORITY ARE ELIGIBLE FOR CONSIDERATION. A U.S. CITIZEN EFM DOES NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

BASIC FUNCTION OF POSITION

Incumbent is responsible for processing Embassy Air fixed-wing and rotary-wing flight requests, manifest passengers and process flight changes and cancellations for all employees under Chief of Mission in Iraq. The incumbent will ensure accuracy of all fiscal data and identify areas of process improvement for Embassy Air operations and customer service. The incumbent will distribute workload arriving in the Embassy Air email Inbox, serve as duty officer, with responsibilities and obligations connected with the Embassy Air duty phone, provide responsive and timely customer service, develop and maintain list of key points of contact for all aspects of Embassy Air operations, as well as Embassy Air customer contacts and establish and document standard operating procedures for Embassy Air Passenger Coordinator function, to be used in training others in the position. In addition the employee will coordinate with Embassy Air Coordinators

in Baghdad to book emergency travelers. May need to assist with the Embassy Air flight that arrives and departs Queen Alia International Airport

QUALIFICATIONS REQUIRED:

Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item as well as supporting documentation.

1. Completion of high school degree is required.
2. At least two years of prior administrative assistance experience or customer service focused work is required.
3. Must be fluent in English (level 4).
4. Must be proficient in using Microsoft Office Suite programs, especially Microsoft Excel 2007.
5. Must be able to obtain and retain a Secret clearance.
6. Must be available and willing to work afterhours and weekends as well as rotation of the ISU Duty Phone.

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 EFMs who hold a Family Member Appointment (FMA) 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 unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. The candidate must have at least nine months remaining at post from the closing date of the vacancy.
6. The candidate must be able to obtain and retain a Top Secret security clearance.

TO APPLY:

Interested applicants for this position should submit the following:

1. Application for Federal Employment (DS-174) or
2. A current resume or curriculum vitae that provides the same information as the DS-174, and
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
4. Candidates who claim U.S. Veterans preference must provide a copy of their DD-214 form with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>.

SUBMIT APPLICATION TO:

Human Resources Office
Fax 593 1598

Applications can be submitted electronically through AmmanEmployment@state.gov.

DEFINITIONS:**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:

1. U.S. citizen;
2. Spouse or dependent who is at least age 18;
3. Listed on the travel orders of a Foreign or Civil Service employee or uniformed service member permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a U.S. Government agency that is under Chief of Mission authority;
4. Resident at the sponsoring employee's or uniformed service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad;
5. Does not receive a U.S. government annuity or pension based on a career in the U.S. Civil, Foreign, or uniform services.

CLOSING DATE FOR THIS POSITION: May 16, 2012

The US Mission in Amman 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.