

## POSITION VACANCY ANNOUNCEMENT

**ANNOUNCEMENT NO:** 32/2014  
**OPENING DATE:** 07/21/2014  
**CLOSING DATE:** 08/04/2014  
**POSITION TITLE:** ICASS Coordinator (EXO), FSN-9\* (Full Performance Level)  
**WHO MAY APPLY:** ALL HOST COUNTRY NATIONALS  
**OFFICE:** USAID/Central Asian Republics (CAR)/Executive Office (EXO), Almaty, Kazakhstan

**MAJOR DUTIES:** Under the general supervision of the Supervisory Executive Officer (S/EXO) the incumbent serves as the ICASS Coordinator for the Alternate Service Provider (ASP) / ICASS platform in Almaty, Kazakhstan, and is responsible for the overall coordination and processing of high-frequency actions related to ASP services provision to US Consulate General Agencies, and the receipt of ICASS services from five USAID offices in the Central Asia region. Major duties and responsibilities include: 1) Plans and executes administrative functions of USAID's ASP responsibilities in Almaty, Kazakhstan, and prepares and maintains all Mission reports and documentation related to ASP operations in Almaty and ICASS operations throughout Central Asia; 2) Analyzes USAID's receipt of ICASS services for all Central Asia countries, and liaisons with all Central Asia ICASS service providers in the review of the ICASS Standards of Services, subscriptions, workload counts, time allocations, budgets, and invoices, and prepares appropriate guidance and analysis for S/EXO review; 3) manages a range of ASP ICASS related issues: maintains MOUs between the ICASS Service Provider (USAID) in Almaty and subscribed agencies; develops customer service standards, assesses customers' satisfaction, analyzes annual ICASS survey results, and uses their input as a performance measure; suggests adjustments to operations to maintain a balance between customer satisfaction and costs; tracks ASP workload counts and advises on adjustments to ASP time allocations; analyses results of Customer Service Surveys and identifies areas for improvement of ASP services; 4) Resolves a variety of issues related to ASP customers, explaining the procedures and reasoning the expectations while ensuring high level of customer satisfaction; 5) Responsible for collection and review of workload counts, time allocation changes, personnel costs and other budget items in coordination with ASP Cost Center supervisors; provides information for issuance of bills for serviced agencies, addresses questions, and prepares related financial analyses/reports in coordination with the USAID Office of Financial Management; 6) Responsible for coordination of information gathering, consolidation, and then submission of ICASS and ASP workloads and invoices according to the annual ICASS cycle; 7) Responsible for accuracy of sensitive information s/he enters into the ICASS and ASP data bases and systems; 8) Provides guidance to administrative staff in USAID/CAR offices and USAID/Kyrgyz Republic, on all actions related to the receipt of ICASS services, reporting requirements, and ICASS invoices throughout the annual cycle; 9) Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS/SELECTION CRITERIA:**

**Education, skills and experience (50%):** University degree in Business/Public Administration, Financial Management, or other related fields. Minimum four years of progressively responsible administrative and financial management experience, at least one of which was with an international organization. Good knowledge of office management, administrative support operations, and records/file management principles required. Sound time management, analytical and organizational skills, a customer service orientation, ability to work independently, and ability to manage multiple competing priorities are required skills. Applicants must exhibit sound knowledge of office management computer software, and ability to process and organize electronic files. Strong math and accounting skills required. In addition to a strong proficiency in Microsoft Office Suite, applicants proficiency with ICASS software and Phoenix Viewer is preferable. Good typing and word processing skills.

**\* Full Performance Level (FSN-9):** The required education, skills, and experience described above, plus: a comprehensive knowledge of USG/USAID regulations related to ICASS, and a minimum two years of experience with the USAID administrative and ICASS operations and processes. Grade listed is Full Performance Level. While candidates with no ICASS experience will be considered, these candidates will be hired at a lower grade level (training level).

**Teamwork/Interpersonal and Communication Skills (30%):** Excellent communication and interpersonal skills, ability to present information in clear and concise manner; ability to communicate with the wide range of customers with tact and diplomacy. Candidate must be highly organized, able to effectively work in a team environment and under pressure.

**Language skills (20%):** Level IV (Fluent) oral and written English and Russian language skills.

**TO APPLY:** The successful applicant must fully meet the minimum qualification requirements. Qualified individuals are requested to submit a cover letter and curriculum vitae addressing each selection criterion detailed above with specific and comprehensive information supporting each item; and names, contact numbers, and addresses of three professional references. Candidates for trainee levels and applications on file may be considered. Packages should be received at the Executive Office (EXO) USAID/CAR, 41, Kazibek Bi St., Almaty 050010, Kazakhstan; E-mail: [almaexo\\_hr@usaid.gov](mailto:almaexo_hr@usaid.gov); Tel: (7-727) 2507612/17; Fax: (7-727) 2507634; by COB Monday, August 4, 2014. A copy of the Position Description is available in EXO/HR (ext.6353).

USAID/CAR reserves the right to obtain from previous employers relevant information of the applicant's past performance and may consider such information in its review. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant.