

Ambassador's Residence Manager Position Description

Note: The Residence Manager is employed by the Ambassador and is not employed by the U.S. Embassy. As such, the Residence Manager is not entitled to Embassy-specific or U.S. Government employment privileges.

Position Summary

The Ambassador's Residence Manager ensures the smooth operation of the Chief of Mission Residence (CMR) through management of the Housemaids and Chef, coordinating services and deliveries, assisting with event planning and preparations, and maintaining expense records and accounts. He/she makes decisions on behalf of the Ambassador and ensures the Residence staff upholds the Ambassador's standards and carries out the Ambassador's wishes. The Residence Manager is expected to be present at the CMR during all official daytime and evening events and may be required to be present for various personal events as well. The Ambassador's Residence Manager reports directly to the Ambassador, or anyone designated by the Ambassador to act on his behalf.

The Residence Manager must be resourceful, have strong interpersonal, organizational, and leadership skills, and experience in office or restaurant management. Fluency in both French and English is necessary.

Job Requirements

- Oversee the household staff, their training, and discipline, if required. Organize the duties and schedule of domestic staff to ensure all household duties are clearly defined, scheduled, fairly distributed, and that there are no staffing gaps. Submit time and attendance records in a timely manner and ensure that overtime hours are kept to a minimum, vacations are honored, and that appropriate compensatory time and flexible work schedules are utilized.
- Help organize official and personal parties and events in the CMR.
- Prepare and submit documentation for official reimbursements in a timely manner, as well as handling documents for some of the family's personal expenses.
- Schedule and oversee vendors of contracted services and coordinate all services with the appropriate Embassy office.
- Oversee family packing and travel preparations. Communicate the Ambassador's travel plans in advance to the Embassy staff.
- Maintain a comprehensive monthly menu schedule.

- Coordinate the reception of CMR visitors and make arrangements for special requests.
- Perform special projects as assigned.
- Fluency in French and English is required.
- Demonstrate and foster a high level of professional respect among residential & Embassy staff, vendors, and guests. Ensure a respectful working environment, one free of hostile remarks, behaviors, or other forms of intimidation or harassment. Is required to immediately advise the Ambassador, or the Ambassador's designated assistant, of any offenses and behaviors contrary to this workplace standard.