



VACANCY ANNOUNCEMENT

FY16-L03

The American Embassy in Luxembourg is looking for a full-time (m/f)

RESIDENCE MANAGER

Major Duties and Responsibilities

The Ambassador's Residence Manager ensures the smooth operation of the Ambassador's Residence through direction of the Housemaid and Chef, coordinating services and deliveries, assisting with event planning and preparations, and maintaining expense records and accounts. S/he makes decisions on behalf of the Ambassador related to the management of the residence and ensures the residence staff upholds the Ambassador's standards and carries out the Ambassador's requests. The Ambassador's Residence Manager reports directly to the Ambassador, or anyone designated by the Ambassador to act on his/her behalf. Duties include but are not limited to:

Staff Management:

Provide daily direction of the household staff, their training, and discipline if required. Ensure a respectful working environment, one free of hostile remarks, behaviors, or other forms of intimidation or harassment. Organize the duties and schedule of domestic staff to ensure 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 scheduled, and that appropriate compensatory time and flexible work schedules are utilized.

Organization:

Help organize official and personal parties and events in the CMR.

Coordinate the reception of CMR visitors and make arrangements for special requests.

Schedule and oversee vendors of contracted services and coordinate all services with the appropriate Embassy office.

Oversee family packing and travel preparations. Schedule reservations for the Ambassador's travel, and that of the family if requested. Communicate the Ambassador's travel plans in advance to the Embassy staff.

Accounting/Vouchering:

Prepare and submit documentation for official reimbursements in a timely manner, as well as maintaining accounts of the Ambassador's expenses.

Professional Image:

Demonstrate and foster a high level of professional respect among residence and Embassy staff, vendors, and guests.

Qualifications Required for Effective Performance

Education: College education with vocational training in office/hotel administration.

Work Experience: Minimum 5 years' experience in a similar position in a hotel or similar institution.

Language skills: Good working knowledge (level III) of English and French.

Abilities and Skills: A basic knowledge of bookkeeping, Human Resources practices and Luxembourg as well as American protocol policies is required. Must have good diplomacy and interpersonal skills, supervisory skills, and must be flexible and able to manage a household staff. Prior experience with high-level corporate or diplomatic leaders is required.

Position Elements

Supervision Received: By the Ambassador, and/or the Ambassador's spouse; or Ambassador's designee.

Exercise of Judgment: Must have wide latitude in managing a household; duties are performed independently with little or no supervision.

Supervision Exercised: All household staff.

Applications need to be submitted through the website of the U.S. Embassy:

<http://belgium.usembassy.gov/jobs.html>. This position is open until filled.

Applicants who are not invited for an interview and/or test may assume that their application has not been retained for this particular position.

Note: The selected candidate will be a personal employee of the Ambassador, not an employee of the U.S. Government.