



INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAM-2).

1. Post US CONSULATE MERIDA	2. Agency STATE	3a. Position Number
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position CLO Coordinator

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office	CLO Coordinator	FSN-8/FP-6		

6. Post Title Position (if different from official title)	7. Name of Employee
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8. Office/Section Management	a. First Subdivision Community Liaison Office
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b. Second Subdivision	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
 Typed Name and Signature of Employee	 Typed Name and Signature of Supervisor
	 Date (mm-dd-yyyy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAM-2 standards.
 Typed Name and Signature of Section Chief or Agency Head	 Typed Name and Signature of Admin or Human Resources
	 Date (mm-dd-yyyy)

13. Basic Function Of Position
 The CLO Coordinator serves all USG American employees and their family members at post. The major goal of the CLO program is to improve and maintain the morale and quality of life for American employees and their families through various activities related to employment, education, personal welfare, and leisure. The duties of the CLO are defined in eight areas of responsibility, and the CLO develops and administers a program plan across these eight areas. The CLO program is client-driven and responsive to post-specific needs. The CLO Coordinator is considered an officer-level professional who holds a position of responsibility and is an integral part of the management team.

14. Major Duties and Responsibilities
 See page attached 100 % of Time

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INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post US CONSULATE MERIDA	2. Agency STATE	3a. Position Number
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3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.
 Yes No

4. Reason For Submission

a. Redescription of duties: This position replaces
 (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position **CLO Coordinator**

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
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6. Post Title Position (If different from official title)	7. Name of Employee
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8. Office/Section Management	a. First Subdivision Comunnity Liaison Office
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b. Second Subdivision	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position. <p style="text-align: center;">N/A -New position</p> <p>_____ Typed Name and Signature of Employee Date (mm-dd-yyyy)</p>	10. This is a complete and accurate description of the duties and responsibilities of this position. <p style="text-align: center;"><i>Don Bowman</i></p> <p>_____ Typed Name and Signature of Supervisor Date (mm-dd-yyyy) 19 JUN 07</p>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <p style="text-align: center;"><i>Karl E. Hart</i></p> <p>_____ Typed Name and Signature of Section Chief or Agency Head Date (mm-dd-yyyy) 6/20/07</p>	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <p>_____ Typed Name and Signature of Admin or Human Resources Date (mm-dd-yyyy)</p>
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13. Basic Function Of Position
 The CLO Coordinator serves all USG American employees and their family members at post. The major goal of the CLO program is to improve and maintain the morale and quality of life for American employees and their families through various activities related to employment, education, personal welfare, and leisure. The duties of the CLO are defined in eight areas of responsibility, and the CLO develops and administers a program plan across these eight areas. The CLO program is client-driven and responsive to post-specific needs. The CLO Coordinator is considered an officer-level professional who holds a position of responsibility and is an integral part of the management team.

14. Major Duties and Responsibilities
 See page attached 100 % of Time

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15. Qualifications Required For Effective Performance

a. Education

High school diploma is required.

b. Prior Work Experience

A minimum of 2 years experience in an area involving customer service, working with others, interpreting and applying regulatory or procedural materials are required.

c. Post Entry Training

CLO Training (7 days) is essential for successful performance of position duties. Department of State regulations and Foreign Service life.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).

Level IV (Fluency) speaking reading and writing English.

e. Job Knowledge

Incumbent must have a strong commitment to the well-being of the American Consulate community in Merida. Must have a thorough knowledge of the Department's Family Advocacy Program, covered in 3 FAM 1810.

f. Skills and Abilities

Must have a strong interpersonal skills, organizational skills, and communication skills. Must have the ability and confidence to meet and talk with wide variety of people, Must have good knowledge in the use of the PCs programs such as: Word, Excel, Power Point, etc.

16. Position Element

a. Supervision Received

The CLO reports directly to the Management Officer.

b. Supervision Exercised

None

c. Available Guidelines

Department's Family Advocacy Program, covered in 3 FAM 1810, Cables, and the Family Liaison Office's regulations and policies.

d. Exercise of Judgment

Because incumbent will be in a position to hear confidential and sensitive information, discretion is a must. Candidate must be able to balance the need to produce an interesting newsletter with sensitivity to host culture sensibilities and needs of the consulate.

e. Authority to Make Commitments

None

f. Nature, Level, and Purpose of Contacts

Incumbent has contact with the Family Liaison Office in Washington, DC with all agencies of the Consulate and in the cultural community around Merida. Contacts also include the public who receive the newsletter's advertisements and ads, the entire Consulate community can be considered contacts. Also, the incumbent will work frequently with members of the outside community, school staff.

g. Time Expected to Reach Full Performance Level

Five to Six Months.

14. MAJOR DUTIES AND RESPONSIBILITIES: CLO Coordinator

1. Welcoming and Orientation:

- Provide pre- and post-arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.

2. Guidance and Referral:

- Provide confidential support to individuals and groups within the community. (divorce, spouse/child abuse, adoption, death, mental health concerns)
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions.

3. Employment Liaison

- Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Educate family members on EFM employment programs managed by the DOS.
- Educate family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Administer the post Summer Hire Program.
- Coordinate and maintain post's Family Member Employment Report (FAMER).

4. Crisis Management and Security Liaison:

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee and be responsible for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to ensure emergency preparedness and disseminate information.
- Maintain a warden system database for all employees and family members that include safe haven addresses.
- Provide and explain evacuation regulations and allowances to community members.
- Crisis aftermath - work with post management to rebuild the community.

5. Education Liaison:

- Establish and maintain liaison with schools used by post families.
- Attend ASFM School Board meetings as an alternant member.
- Provide information and referral service on educational options available to employees and family members at post.
- Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.

6. Information and Resource Management:

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Market the CLO program to the community and post management to garner support.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.
- Create and maintain Post Newsletter.

7. Community Liaison:

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Establish and maintain liaison with community organizations and local resources that can benefit members of the post community.
- Serve as community representative on Mission committees (IAHB, EAC and PEC).
- Attend country team and regularly scheduled briefings with Management.

8. Events Planning:

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories:
 - U.S. traditions
 - Host country culture
- Social, educational and recreational activities
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.
- Provide departure and safe haven information to FLO during an evacuation.