

13. BASIC FUNCTION OF POSITION

The incumbent serves as one of eleven Call Center Operators, on one of eight shifts, over a 24-hour period in support of the US Embassy and nine constituent consulates throughout Mexico. Serves on a rotational basis, as the sole operator during the night shift, one of several operators on the morning or afternoon shifts. Required to develop a working understanding of the overall operations for Mission Mexico and the 52 different agencies in-country. Processes incoming and outgoing calls in a timely and accurate manner. Screen calls for the Ambassador, Deputy Chief of Mission (DCM), Consular Generals and Heads of Offices. Provides general information to the public and Embassy based on directories, rosters and standard operating procedures. The incumbent serves as a key member of the Embassy's readiness team managing and training Mission employees on the use of SAT phones. In addition, serves as backup to Receptionist. Required to work both Mexican and American holidays when the holiday falls during employees regular work schedule. Employees must be flexible and available to cover shifts when other Operators call in sick on short notice or during scheduled leave periods. This is a Full Time position.

14. MAJOR DUTIES AND RESPONSIBILITIES

100 % OF TIME

Operators take immediate action in the following cases: (a to i = 70%)

- a) Places and receives both local and long distance calls over government leased and commercial lines using both Spanish and English language for Embassy and consulate employees. Frequently exercises complex routing, assigning priorities, and preempting circuits to ensure the call is put through promptly and efficiently. Prepares a wide range of official and unofficial calls, both during and outside of business hours for Embassy employees, as well as assists on dialing formats for national and international calls through both IVG and commercial lines.
- b) Screens all incoming calls to the Embassy and consulates, especially those to the Ambassador, Deputy Chief of Mission, and CGs dissuading complaints and/or inquiries concerning the policies of the US Government when they can be resolved or eliminated at his/her level.
- c) Provides general information to the public and Embassy based on directories, rosters and standard operating procedures. Questions the caller at length to ascertain the correct information in order to connect the caller to the correct office or party.
- d) Acts as first line of assistance to a wide and complex range of emergency problems including request for consular information for severe injuries, medical cases and deaths. Searches through directories, locates information services and offices for high level requests in emergency cases involving American Citizens throughout Mexico. Provides emergency assistance to American Citizens within Mexico. This includes assisting with conferencing calls, locating personnel to help and places to help as necessary. Accurately gets as much information as possible from the caller, and promptly establishes communication between the caller, the Embassy, Duty Officer and/or the Consular General Duty Officer.
- e) Maintains records accurately of both official and long distance calls for the purpose of billing the appropriate office or agency.
- f) Performs as a translator during a wide range of emergency calls between Mission Diplomats, Mexican counter parts, service providers, and Mexican authorities.

- g)** Operator is required to set up conference calls, between Embassy offices, agencies and high-level officials through out Mexico.
- h)** Plays an integral part in VIP visits to include those of the President of the United States, the Secretary of State, and countless Congressional Delegations (CODELS) noting the American Embassy Mexico City is frequently the host of numerous making these visits completely successful. These visits place strict demands on Mission personnel, but especially the Switchboard Operators.
- i)** Take immediately and appropriate action to emergency calls from American Citizens in distress throughout Mexico. Determine which U S Consulate the caller should be addressed to based on a thorough knowledge of the Consular jurisdictions, as well as Consulate's Duty Rosters. Provides the callers with the pertinent emergency phone numbers in order to reach the Duty Officer or Consular Agent that will assist them.
- (j to m = 20%)**
- j)** Checks performance of the Call Center Systems, and conduct regular testing of emergency communications equipment (satellite phones), reporting malfunctioning, and non-operating equipment as quickly and accurately as possible.
- k)** Revises directories, records and telephone service files. Reports to the Call Center Supervisor on changes of business and personal phone numbers of Embassy personnel.
- l)** Provides on-the-job training to new employees and newly assigned Operators.
- m)** Serves as backup to Receptionist.
- (n to q = 10%)**
- n)** Efficiently handles complex calls, threatening calls or unusual calls.
- o)** Resolves complaints by irate callers unaccustomed to having telephone operators to place their calls, or the various line conditions that are common outside the US.
- p)** Refers calls of an extremely complex nature to the Supervisor or others only as a last resource.
- q)** Other duties assigned.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. Education: Completion of high school is required.
- b. Prior Work Experience: A minimum of one year experience in telephone customer service is required.
- c. Post Entry Training: No formal post entry.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level III in English and Level III in Spanish (speaking, reading and comprehension) including good conversational English.
- e. Job Knowledge: Must be able to gain a thorough knowledge of Department policies, agency policies, office policies, Admin Announcements, Call Center procedures, as well as practices commonly involved in Call Center operations.
- f. Skills, and Abilities: Must be able to operate computerized console type telephone switchboard. Must be able to work under pressure and deal with irate callers. Must be discreet and tactful when dealing with Sensitive information. Working knowledge of computers is required.

16. POSITION ELEMENTS:

- a. Supervision Received: Incumbent reports to and is under direct supervision of the Call Center Supervisor or Backup Supervisor depending on the shift assigned.
- b. Supervision Exercised: None.
- c. Available Guidelines: The guidelines are in accordance with the standard operating procedures of the office, as well as Call Center procedures directed by the Switchboard Supervisor.
- d. Exercise of Judgment: Operators must be able to exercise judgment in situations whenever the Operator is presented with a highly unusual situation, and neither the Supervisor nor the Back Up is available for consultation.
- e. Authority to Make Commitments:
None.
- f. Nature, Level and Purpose of Contacts: Mission employees at all levels and the general public.
- g. Time Expected to Reach Full Performance Level: One year.