

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST Embassy Mexico City	2. AGENCY STATE	3a. POSITION NO. A55-201
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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. Reclassification of duties: This position replaces
 Position No. A55-201 , Backup Telephone Supervisor (Title) FSN-605 (Series) 5 (Grade)

b. New Position

c. Other (explain) CAJE

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO/MEXICO CITY	Backup Telephone Supervisor FSN-0605	6		
b. Other				
c. Proposed by Initiating Office IMO/MEXICO CITY	Call Center Night-Shift Supervisor			

6. POST TITLE POSITION (if different from official title) Call Center Night-Shift Supervisor	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Mexico	a. First Subdivision Management Section
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b. Second Subdivision Information Resource Management	c. Third Subdivision Information Programs Center
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9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Typed Name and Signature of Employee Date(mm-dd-yy)	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> -
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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 <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Typed Name and Signature of American Supervisor Date(mm-dd-yy)	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)
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13. BASIC FUNCTION OF POSITION:

The incumbent serves as the night shift supervisor of the Embassy Call Center, supervising three operators. In the absence of the senior/day supervisor, the incumbent assumes all switchboard responsibilities and the supervision of 10 Call Center operators that support the US Embassy and nine constituent consulates throughout Mexico. Is required to have a good understanding of the overall operations for Mission Mexico and the 52 different agencies in-country. In addition, the incumbent must help prepare SOPs, monitor the flow of incoming calls and operate PBX equipment as needed to ensure optimum service. In addition, he/she is directly responsible for training of new employees and helping them acclimate quickly to the office. As key member of the Embassy's readiness team he/she must also manage and train Mission employees on the use of SAT phones. He/she serves as a backup operator when needed and is required to work both Mexican and American holidays when the holiday falls during employees regular work schedule. This is a Full Time position.

14. MAJOR DUTIES AND RESPONSIBILITIES:**% OF TIME 100**

Assists in the supervision and management of the Call Center operations that serves the Embassy, 9 nine constituent consulates and the 52 U.S. government agencies working in Mexico.

1. Supervising Switchboard Operations – Serves as night shift supervisor of three operators and back up supervisor for day shift in the absence of the day shift supervisor over 7 days a week/24 hours a day. Works both Mexican and American holidays when the holiday falls during the employee's regular work schedule. Supervisors must be flexible and available to cover shifts when operators call in sick on short notice or during scheduled leave periods. Night shift supervisor works with the day shift supervisor to ensure consistency in supervising the three shifts. Monitors flow of incoming calls and operates PBX equipment as needed to ensure optimum service. Makes sure the number of phone calls operators answer are equal and each person will pull their share during their duty day.

In the absence of the senior supervisor, the night shift supervisor will keep track of official calls and ensure they are passed to proper offices. Additionally, in the absences of the senior supervisor, the night shift supervisor will perform time and attendance, overtime requests, annual leave requests, prompt payment for taxi reimbursement for unscheduled shifts. Ensures the databases, rosters and directories are updated and maintained. Requests and receives supplies for purposes of all switchboard operations.

2. Switchboard Staffing: In the absence of the senior supervisor the night shift supervisor prepares shift schedules, sends to cleared American Supervisor for approval and gives final copy to employees a pay period ahead of the shift. Ensures proper staffing on shifts, ensures the staff is on time and ensures the staff works the shifts they are scheduled for. Notifies cleared American Supervisor immediately if there is a problem in staffing or if staffing gaps require more than 40 hours of overtime per week. Reduces the operator manning on holidays as workload permits.

3. Chief Telephone Operator: Serves as Chief Telephone Operator of the night shift. Serves as telephone operator when available manpower is inadequate to handle the amount of incoming calls, during staffing gaps and in time of emergency.

Processes incoming and outgoing calls and screens 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.

Places and receives both local and long distance calls over government leased and commercial lines using both Spanish and English language. 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.

4. Emergency Handling, Threatening and Unusual Calls: 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. Immediately responds to emergency calls from American Citizens outside Mexico City. Determines which US 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. Efficiently handles complex calls, threatening calls or unusual calls. Only record phone calls if the call is an emergency such as: Bomb Threat, Terrorist Attack, Kidnapping or any emergency Post 1 and the RSO have to be notified for immediately. All saved calls must be erased after 48 hours the Department of State has to be notified of this recording.

5. Translation Skills for Mission Employees and Duty Officers: Performs as a translator during a wide range of emergency calls between Embassy Diplomats, Mexican counter parts service providers, and Mexican authorities. Mandates and assists office staff in speaking English in the office in order to bring them up to the good conversational English that is necessary for their job.

6. Exercises Judgment and Conducts Training: Supervisor must be able to exercise judgment whenever presented with a highly unusual situation, must be able to work under pressure, deal with irate callers and resolve complaints by irate callers unaccustomed to having telephone operators answering their calls. This includes being available for consultation to help the operators deal with sensitive situations and sensitive information. Must be able to gain a thorough knowledge of Department policies, agency policies, Admin policies and Management policies and convey polices to all switchboard employees.

Will assist the main supervisor in creating switchboard procedures in writing and provide the switchboard operators with post entry training and information in the areas of Customer Service, feedback, new technical devices, maintenance of computer consoles, and the use of multi and single line telephone sets; assists the main supervisor in training all employees to accurately and efficiently place and receive calls. All employees are expected to set up conference calls with the written instructions available quickly and accurately. Information given out will be accurate and consistent and you will ensure all operators are trained to provide consistent information.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. Education:
Completion of high school required
- b. Prior Work Experience:
Must have one year experience as a switchboard operator in the U.S. Government.
- c. Post Entry Training:
No formal Post-entry training other than on-the-job.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (speak/read):
English level IV Speaking, Reading, Writing
Spanish level IV Speaking, Reading, Writing
- e. Job Knowledge:
Must have a thorough knowledge of agency policies, admin announcements, switchboard procedures, as well as practices commonly involved in telephone switchboard operations. Must have fluent conversational English skills.
- f. Skills, and Abilities:
Supervisory skills and abilities. Must be able to operate computerized console-type switchboard and have a working knowledge of computers in general. Must be able to work under pressure. Must be tactful when dealing with sensitive information.

16. POSITION ELEMENTS:

- a. Supervision Received:
Directly from the senior LES Call Center Supervisor

b. Supervision Exercised:

In the absence of the Senior LES Supervisor, incumbent assumes the supervision of the ten switchboard operators and the management of the Embassy Call Center Office. In the absence of the Senior LES Supervisor, the incumbent reports directly to the cleared American Supervisor in the IPC.

c. Available Guidelines:

The guidelines are in accordance with the Standard Operating Procedures of the office.

d. Exercise of Judgment:

Judgment is exercised during the absence of the Senior Supervisor in the operation of the Embassy's computerized telephone Call Center systems in order to ensure optimum services. Problems will be immediately brought to the cleared American Supervisor in the IPC for resolution.

e. Authority to Make Commitments:

Authority is reported above.

f. Nature, Level and Purpose of Contacts:

With telecommunication officials at the intermediate level in order to coordinate the correct solution to problems that may exist.

g. Time Expected to Reach Full Performance Level:

One year.