

**AMERICAN EMBASSY
WINDHOEK
VACANCY ANNOUNCEMENT**

2015-10

May 18, 2015

OPEN TO: Current Employees of the Mission, U.S. Citizen Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Households (MOH)-All Agencies

POSITION: Work Order Clerk, FSN – 6; FP - 8

OPENING DATE: **May 18, 2015**

CLOSING DATE: **June 02, 2015**

WORK HOURS: Full-Time: 40 hours/week

SALARY: *Ordinarily Resident (OR): 196,686 p.a. (Position grade: FSN 6)

*Not-Ordinarily Resident (NOR): Position grade: FP - 8
(Final grade will be determined by the appropriate Washington or U.S. Headquarters Office.)

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Windhoek is seeking an individual for the full-time position of Work Order Clerk in the Facilities Management section.

BASIC FUNCTIONS OF THE POSITION

The Work Order Clerk manages the administrative aspects of the Facilities Management section. As the primary point of contact for customers' work order requests for both offices and residences, he/she coordinates repairs with the requester and the responsible parties, manages the scheduling of routine and emergency contract work.

Applicants can contact the HR Office for a copy of the complete position description listing all duties and responsibilities at telephone: (+264-61-295 8541).

Please contact the HR office at e-mail HROWindhoek@state.gov

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school and a vocational school or technical training program recognized as producing a fully qualified Office Manager is required.
2. At least four years clerical experience that includes two years of customer service experience is required.
3. English Level 3 (good working knowledge) is required. Level 2 (limited) of one local language is required.
4. Completion of following post-hire training is required: Sub-Cashier training. Applications training in ILMS, eservices, Web Pass or GMMS, E2 Travel, RPA, Microsoft Office Applications, Key watcher Management, FACAPPS, TREES, Customer service training.
5. Must be familiar with the different government agencies operating within the Mission, in particular the Management section. Must have in-depth knowledge of roles and responsibilities of individual Facilities employees.
6. Must have good keyboard and data entry skills. Ability to use Microsoft Office Word and Excel in addition to proprietary software is required. Standards numerical skills are required to manipulate large numbers. Good customer service, communications, and phone skills.

SELECTION PROCESS

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed AEFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

TO APPLY

Interested candidates for this position should submit the following or the application will not be considered:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174) which is available at <http://windhoek.usembassy.gov/about-us/job-opportunities.html>;
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); **or**
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

HROWindhoek@state.gov

Subject: Work Order Clerk

POINT OF CONTACT

Name: Frieda Mokotjomela

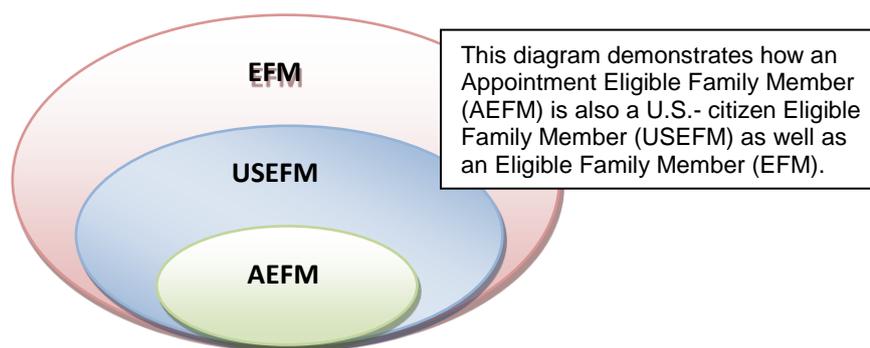
Telephone: (+264 61 295 8541)

CLOSING DATE FOR THIS POSITION: June 02, 2015

The U.S. Mission in Namibia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

APPENDIX A - DEFINITIONS



1. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).