

VACANCY ANNOUNCEMENT

(Announcement Number: 12-37)

The American Embassy in Kathmandu is seeking an individual for the position of Customer Support Services Assistant.

OPEN TO: All Interested Candidates

POSITION: Customer Support Services Assistant

OPENING DATE: August 27, 2012

CLOSING DATE: September 10, 2012

WORK HOURS: Full-time; 40 hours/week

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

BASIC FUNCTION OF THE POSITION

The incumbent serves as the primary point of contact for reservation and setup of conference rooms as per the needs of various offices for meetings and official events. The incumbent is responsible for maintaining all of Embassy's workrooms in a high state of readiness at all times by arranging maintenance/replenishment of workroom equipment and supplies such as photocopier, printer, shredding machine and papers. The incumbent serves as a backup for Customer Support Supervisor and Office Management Assistant when required.

QUALIFICATIONS REQUIRED

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

1. Completion of Secondary School is required.
2. Two years of experience as a receptionist or in any clerical work involving customer service is required.
3. Level III (Good Working Knowledge) of speaking/reading/writing English is required. Level IV (Fluent) of speaking/reading/writing Nepali is required.
4. Good knowledge of general office procedures is required. Good working knowledge of the use of various office automation equipment is required.
5. Good interpersonal skills are required. The ability to work under pressure using skills in organizing and prioritizing work assignments is required. The ability to use various Windows-based computer applications such as MS Outlook, Excel and MS Word is required.

TO APPLY

Interested applicants must submit Application for Employment as a Locally Employed Staff (DS-174) or a current resume or CV that provides all information as found in the DS-174, and copies of other documentation (e.g., certificates, awards, copies of education certificates) that address the qualification requirements of the position. The DS-174 can be downloaded from the US Embassy website: http://nepal.usembassy.gov/about_the_embassy/job-opportunities.html

SUBMIT APPLICATION TO

Email: recruitktm3@state.gov (write “Application for Customer Support Services Assistant” in the Subject Line)

Or

Human Resources Office
G.P.O. Box 295
Kathmandu, Nepal

(Please clearly mark your envelope as “Application for Customer Support Services Assistant”)

WE ARE AN EQUAL OPPORTUNITY EMPLOYER