

13. BASIC FUNCTION OF POSITION

Provides research, outreach, and collection development of wide scope. Researches information using the American Reference Center (ARC) electronic and traditional resources to respond to complex inquiries for information from the target audience and Mission staff. Develops and maintains contact with target audience members. Position is located in the Public Affairs Section of the American Embassy, Wellington, New Zealand.

14. MAJOR DUTIES AND RESPONSIBILITIES

A. REFERENCE/RESEARCH

40%

- Responds to inquiries for in-depth information primarily from the target audience of parliamentarians, academics, host government officials, policy-makers, and researchers, as well as from Mission staff and members of the public.
- Analyzes content of inquiries and, if needed, contacts clients to discuss and clarify requests.
- Researches inquiries by interpreting and providing access to U.S. government legal and legislative documentation or other appropriate resources. The research is completed using a wide range of traditional and electronic resources. If a query is outside the scope of the ARC's capabilities, the incumbent makes referrals to appropriate institutions or collections, or contacts other agencies or private sources to obtain information.
- Answers a wide variety of difficult and complex questions by email, phone, and fax. In addition the incumbent also answers "ready reference" queries from members of the public.
- Responsible for the most effective utilization of the ARC's resources, including the Washington File; Internet; and U.S. Government documents and official websites, to provide a highly responsive and efficient reference service.
- Politely but firmly refers any visa or American Citizen Services queries to either the U.S. Visa Information Service or the United States Consulate, as appropriate.

B. OUTREACH

35%

- Provides current U.S. policy material to the selected Distribution and Record System (DRS) audience of parliamentarians, academics, government officials, policy-makers, and researchers in a timely fashion; assists the ARC Director (FSN) in recommending target audience members for DRS inclusion.
- Keeps DRS audience informed of relevant informational materials available in their particular area(s) of interest. Searches for relevant information on specific subjects.
- Promotes ARC functions and facilities to DRS audience and determines specific information needs, maintaining continued contact where necessary.
- Confers with post-identified DRS members and Mission staff on materials

available in the ARC and provides instructs on reference sources and methods for individual reading guidance.

- Schedules appointments for researchers who wish to use ARC services.
- Keeps abreast of emerging information technology and new developments in reference services and information science.
- Provides support materials for Public Affairs programs.
- Assists in designing promotional materials and developing marketing strategies highlighting ARC products, programs, and services.
- Monitors and assesses advances in information technologies in order to transmit ARC products electronically.
- Participates in functions and conferences and maintains contact with information professionals to keep abreast of New Zealand developments and to advise them of ARC capabilities and services.

C. TECHNICAL SERVICES

15%

- Is familiar with the content of the Embassy's website and can refer to and explain its content to ARC audiences. Acts as back-up to the Webmaster when required. Recommends new content for the website, such as recent U.S. government reports, and notifies Webmaster of broken links and similar problems.
- Opens and sorts incoming ARC correspondence, recording and processing periodicals and newspapers; maintains book collection; oversees physical appearance of ARC; controls record of all serials acquired by the ARC; and maintains daily/monthly statistical records.
- Performs desktop publishing duties, such as program invitations to specific DRS members as the program relates to the ARC activities or as required by ARC Director.
- Responsible for computerized statistics relating to DRS participation, book/report ordering, and expenditure records.
- Assists in decision on withdrawal of materials (based on usage) and is responsible for twice-yearly book disposal and annual disposal of periodicals to the New Zealand library and information community.
- Recommends selection of publications such as U.S. Government Printing Office publications, Congressional and other USG documents, and think tank reports. Apprises supervisor of newly-selected publications.

D. OTHER

10%

Uses DRS database to extract and maintain membership records for use in programming and outreach activities. Deputizes for ARC Director during planned/unplanned absences. Provides support for Public Affairs activities as required.

15. DESIRED QUALIFICATIONS

a. Education: A tertiary degree and professional library qualification. A background in

political science, international affairs, or American studies is desirable.

b. Prior Work Experience: Two to four years of progressively responsible experience in the field of library and information research. This includes experience in traditional research and reference services and in the use of emerging technologies and electronic resources.

c. Post-entry Training: Training in electronic delivery systems used in the Public Affairs Section; training to keep abreast of new trends and developments in information technology in the U.S. and New Zealand, such as the Internet and research and reference sources and services using electronic formats.

d. Language Proficiency: Level IV (fluent) in both spoken and written English.

e. Knowledge: Good knowledge of U.S. reference and resource materials in the subject areas emphasized in the Mission Strategic Plan (MSP) and in current trends and developments in American and New Zealand information science and technology. Knowledge of electronic retrieval and delivery tools, in particular the Internet, and standard information science practices and procedures. Research inquiries require that the incumbent have an in-depth knowledge of host-country and U.S. foreign affairs policies, legislation, and other domestic issues of relevance to MSP themes.

f. Skills and Abilities: Excellent service orientation to target audience, interpersonal and cross-cultural skills. Ability to carry out reference searches and respond rapidly to complex requests, often for breaking news. Ability to work effectively with American and foreign national staff; to plan, organize, and carry out assigned responsibilities independently using print and electronic technologies, including Internet, and print resources; to maintain contact with target audience members; excellent written and oral communication skills. Ability to prioritize work schedule and incoming requests.

16. POSITION ELEMENTS

a. Supervision Received: Under the general supervision of the head of the ARC.

b. Available Guidelines: U.S. Embassy manuals and instructions, including the MSP and institutional analysis; information technology standards and requirements; library science and reference guidelines; and purchasing regulations and procedures.

c. Exercise of Judgment: Incumbent exercises judgment in matching information resources with the target audience; ensures that authoritative sources are used to answer queries. Determines who is eligible to use ARC services.

d. Authority to Make Commitments: Makes commitments for purchase of U.S. government documents and think-tank reports; to conduct research in commercial on-line databases.

e. Nature, Level, and Purpose of Contacts: Daily contact with target audience members and Mission staff when responding to research queries.

f. Supervision exercised: None. In a small ARC, may act for the supervisor in his/her absence.

g. Time Required to Perform Full Range of Duties after Entry into the Position: 12 months.