

13. BASIC FUNCTION OF POSITION

Assists the Charge d' Affaires (CDA) and Management Assistant with general services and facilities duties, such as procurement, shipping and customs, warehousing, basic repair and maintenance etc. Under the general supervision of the Management Assistant the incumbent will also have backup mail and chauffeuring responsibilities and other duties as assigned.

14. MAJOR DUTIES AND RESPONSIBILITIES (% of time)

A. General Services

70%

- Assists the Management Assistant in procurement process as needed.
- Coordinates and negotiates with contractors for more complex repair work. Coordinates technical specifications and estimates probable costs. Contacts potential sources of supply and requests bids or quotations by telephone, correspondence, or advertisement. Meets with Vendors when appropriate.
- Files procurement documents and correspondence in accordance with established filing system. Sends copies to Wellington for Procurement file.
- In conjunction with POSHO Overseas relevant Post Occupational Safety and Health reporting as needed.
- Incumbent is also responsible for the receipt, warehousing, accountability and issuance of all household and office furniture and non-expendable supplies and equipment.
- Establish and maintain suppliers and contractors networks with secondary sources such as other embassies and well established, large local businesses.
- Required to respond to emergencies after hours.

B. Facilities Maintenance

20%

- Performs basic repairs and installations at U.S. Government property (USG) facilities as needed, such as basic installation and hook-up of household appliances including washers, dryers, dishwashers, TV's
- Uses embassy vehicle to pick up and deliver items and equipment to location. Uses Material Handling Equipment (MHE) as required in delivering.
- **Responsible for the physical condition and cleanliness of USG properties. Also carries out other basic maintenance activities, including oversight of the contract gardening service and contract cleaning service, and other FM contract services.**
- Assists Wellington's Supply Shipping Assistant in conducting periodic inventories of all expendable and non-expendable supplies, equipment and furnishings.

C. Shipping and Customs

5%

- Arranges for pick-up, packing, shipment, and customs clearance of outgoing private and USG. Prepares the necessary paperwork and documentation with the assistance of the Management Assistant.
- Maintains contacts with officials of shipping, packing, and transfer companies, and with host country customs and other government officials.
- Assists in facilitating of incoming and outgoing shipments and customs clearance of the household and personal effects, privately owned vehicles (POV), and other property of American personnel and of U.S. Government equipment and supplies.
- Assists in customs clearance, storage or delivery, and unpacking of incoming shipments. Advises departing personnel of their entitlements under applicable agency regulations (STATE, Department of Defense, etc.), customs regulations and requirements, and related matters.

D. Additional Duties as assigned

5%

- Assists with physical arrangements for Embassy representational events, including the Fourth of July.
- Provides backup chauffeur services as needed.
- Other duties as assigned.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:** Completion of secondary school is required.
- b. Prior Work Experience:** A minimum of three years of experience in procurement/purchasing/inventory, getting quotes, handling contract documents (writing specifications), invoices and dealing with contractors. Have a basic understanding of shipping and customs, a general knowledge of property maintenance (basic plumbing, electrical work, carpentry), and strong knowledge of office administration (experience in preparing memos, filing, spreadsheets, and general customer service).
- c. Post Entry Training:** USG maintenance guidelines and instructions.
- d. Language Proficiency:** Level 4 English and Samoan (read, speak and write fluently) ability is required.
- e. Knowledge:** Sound knowledge of purchasing and inventory, office administration and building maintenance and repairs.. A good knowledge of local contractors and suppliers. A basic knowledge of Samoan customs and shipping, regulations, and procedures. Knowledge of the general procedures of shipment and local transfer companies.
- f. Skills & Abilities:** Must be tactful, yet effective, in dealings with host country customs and other officials, and personnel of shipping, packing, and transfer companies. Must have knowledge of standard office and stores procedures. Ability to

analyze and review policies and procedures. Ability to maintain confidentiality and information. Must have excellent customer service skills and ability to prioritize work and meet deadlines. Possess good communication skills and ability to liaise (e.g. - getting quotes and compiling information, oversee projects etc) with local contractors, Wellington General Services Office (GSO) and Overseas Building Operations (OBO). Must have good computer skills and general knowledge of Microsoft Office suite. Current clean, valid Samoan driver's license required.

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16. POSITION ELEMENTS

- a. Supervision Received:** Direct supervision received from the Management Assistant. Employee is expected to perform most work independently, but technical assistance and guidance is available from the Management Assistant.
- b. Available Guidelines:** FAM and FAH regulations and procedures of the Departments of State and Defense, both of which are detailed and complex and require interpretation in their application to specific situations.
- c. Exercise of Judgment:** Considerable exercise of judgment in evaluating the capabilities and quality of work of shipping, packing and transfer companies and other contractors (e.g. facility related). Must develop good working relationships with arriving and departing U.S. citizen personnel and with customs officials of the host government are complicated by tension and stress. A high degree of tact, diplomacy, and persistence is required for effectiveness.
- d. Authority to make Commitments:** Full authority in management of routine service requests. Authority for non-routine service request delivery at the discretion of the CDA and/or General Services Officer
- e. Nature, Level & Purpose of Contacts:** Commercial retailers, wholesalers, publishers, GSA contractors, shipping and brokerage companies, US and FSN Mission and stateside personnel and Samoan government employees.
- f. Supervision Exercised:** None.
- g. Time Required to Perform Full Range of Duties:** 12 months.