

### **13. BASIC FUNCTION OF POSITION**

The Protocol Assistant provides protocol guidance, clerical, and administrative assistance to the Ambassador, the Deputy Chief of Mission (DCM), Section Chiefs, and other heads of agencies in the Mission, as well as the Consulate General in Auckland, and to other Embassy officers as needed. The incumbent works cohesively and seamlessly with the Ambassador's Office Manager (OM) whom they report to on protocol issues. The scope of the position may require the incumbent to work irregular hours, including weekends and public holidays.

### **14. MAJOR DUTIES AND RESPONSIBILITIES**

#### **A. Protocol Coordination**

**40%**

1. Provides protocol guidance and liaison with New Zealand government officials, other diplomatic missions and the local community, assists with questions of protocol, precedence, and local customs and practices; develops and maintains local contact lists and guest lists. Coordinates seating arrangements, and provides other protocol-related guidance; researches and provides advice on all aspects of protocol, precedence, and local custom and practice; provides guidance on the protocol aspects of all types of official and social situations, contacts, and communications. Maintains contact with the New Zealand foreign office protocol division on specific points of protocol and customs, and any protocol difficulties that may need to be resolved. Serves as a liaison to protocol officials in the Government of New Zealand and other diplomatic missions.
2. Coordinates events, as needed, with the Chief of Mission Residence (CMR), the Deputy Chief of Mission Residence (DCR) staff, and other embassy employees, which include the Executive, Public Affairs, Political Economic, Management, and Regional Security Offices.
3. Provides arrival/departure assistance for the Ambassador and VIP visitors at Wellington airport.

#### **B. Official Functions**

**25%**

1. Coordinates social events hosted by the Ambassador/DCM including notifying CMR staff and preparing guest lists and proposing Embassy staff to be invited, printing invitations, coordinating delivery, and compiling RSVPs. Coordinates closely with CMR/DCR staff on menu, cost, seating charts, etc., and seeks out appropriate restaurant or other venues for events. Organizes event schedules with the Regional Security Office (RSO) and provides the RSO the final guest list, and attends functions to provide support or event coordination, as needed/requested. Assists with the organization of the Mission's National Day (4th of July) celebration and other representational events hosted by the Ambassador. Provides guidance to other agencies/sections in preparing their guest lists for functions involving the Ambassador and provides sections with draft invitations. In collaboration with relevant sections, provides logistical support for any official visits/delegations.
2. Arranges representational events hosted by the Ambassador at the CMR or at outside venues.
3. Assists the Ambassador's OM in scheduling courtesy calls and appointments with diplomatic corps, local government leaders, and other prominent figures for the Ambassador, VIPs, and visiting Congressional Delegations (CODELs).

4. Writes and mails invitations, place cards, and menu cards; prepares seating charts, and tracks invitation responses.
5. Coordinates with the Ambassador's OM on official in-country travel, setting up appointments and representational events, as needed; makes hotel reservations and other travel-related arrangements. Works with relevant sections to coordinate travel and key regional events/special opportunities. Prepares visit schedule, including full itinerary details, transport and accommodation arrangements, and administrative details.
6. Drafts routine official and social correspondence related to protocol and events for the Ambassador's signature, including letters of thanks, condolence, or congratulations, or may task appropriate sections to provide drafts, as necessary. Receives and distributes incoming circular diplomatic notes from MFAT and other diplomatic missions and maintains master file of these documents. Drafts circular diplomatic notes relating to Ambassador's arrival and departure in country. Receives, sorts, scans, and logs all incoming correspondence addressed to the Ambassador and DCM that arrives via local mail, fax or e-mail. Distributes invitations to the Executive Office, as appropriate.
7. Inventories and requests replenishment of Ambassador's supply of official stationery, invitation cards, place cards, menu cards, etc. Requests procurement of printing services, as needed.

**C. Liaison with New Zealand government officials and local community 15%**

1. Maintains contacts with counterpart coordinators within New Zealand government ministries; Parliamentary offices; and academic, scientific, political, economic, and business communities to facilitate high-level meetings for Ambassador and VIPs. Communicates with government and community officials to explain protocol matters and acts as the initial point of contact within the Mission for questions of protocol.
2. Reviews the appropriate media outlets for items of social interest, including but not limited to marriage, birth, death, and change of social/business status of well-known New Zealand personalities. Advise the Executive Office of upcoming events of interest to the Mission.

**D. Contacts 15%**

1. Works closely with Political/Economic, Public Affairs, and other Embassy sections, to compile biographic information on prominent New Zealand personalities, as needed/requested.
2. Administers and updates the Mission's primary unclassified contact database (currently Goldmine), which also may include relevant social information, dietary restrictions, invitations received, issued, and accepted, etc.

**E. General Support 5%**

1. Other duties as assigned.

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- (a) **Education:** Completion of secondary school required.
- (b) **Experience:** Minimum of three (3) years of progressively responsible experience dealing with a variety of officials from diplomatic missions, New Zealand government ministries and officials, non-profits and businesses. Incumbent must have a good understanding of government protocol derived from experience planning and organizing official events including meetings, and social gatherings.
- (c) **Post Entry Training:** On-the-job and relevant Department of State training, including Ethics for New Locally Employed Staff (PA453), Cyber Security Awareness Course (PS800) and Protecting Personally Identifiable Information (PA459).
- (d) **Language:** Level 4 - Fluent (spoken and written) English ability is required.
- (e) **Knowledge:** Must have a very good working knowledge of the general etiquette and social standards of New Zealand and those aspects of the political structure and situation affecting his/her role. Knowledge of Maori cultural practices, society and norms is required.
- (f) **Skills & Abilities:** Excellent written and oral communication skills. Ability to maintain working-level contacts with his/her counterparts within MFAT, Parliament, other NZ government ministries, and other diplomatic missions. Strong PC skills: especially with the Microsoft Office software suite, the Internet, and preferably GoldMine experience. Excellent tact and diplomacy are required for dealing with counterparts within the host government, academic, religious and social institutions, and within other missions. Ability to work as part of a team or independently. Must be available to assist at representation functions on evenings, weekends, and holidays. Must have the ability to travel - Some domestic travel is required. International travel is less frequent but still expected for example, attendance at the Pacific Island Forum, and U.S. based training and consultations.

## **16. POSITION ELEMENTS**

- (a) **Supervision Received:** Works under the direct supervision of the Ambassador's OM. In the absence of the Ambassador's OM, the position will report into the Secretary for the DCM.
- (b) **Supervision Exercised:** None
- (c) **Available Guidelines:** Department of State Foreign Affairs Manuals and Handbooks, including the Mission directives, Protocol Handbook, and Social Usage Abroad.
- (d) **Exercise of Judgment:** Must be able to work independently and respond to time-sensitive deadlines. Must show initiative and use own judgment in deciding technical arrangements for official functions.
- (e) **Authority to Make Commitments:** Has authority to schedule appointments for the Ambassador and visiting high-level officials based on instructions issued from Front Office.
- (f) **Nature, Level & Purpose of Contacts:** Develops and maintains mid- to high-level contacts via counterparts in various New Zealand government agencies; private businesses; cultural, academic and economic institutions; and the diplomatic community.
- (g) **Time Required to Reach Full Performance Level:** One (1) year

