

13. BASIC FUNCTION OF POSITION:

This position acts as the liaison between the Management Sections in Wellington (Finance, General Services, IT, and HR) and the constituent posts – Consul General Auckland, Air Mobility Command Christchurch, and American Embassy Apia. The incumbent is responsible for ensuring all Management issues are resolved and that all administrative needs of the constituent posts are met. Is the Travel expert at Post and travel liaison for Post's Travel Management Agreement (Business World Travel). This position supervises the Management Assistant and provides work guidance to other Management section staff.

14. MAJOR DUTIES & RESPONSIBILITIES:

I. ADMINISTRATIVE MANAGEMENT

40%

The incumbent must be familiar with all aspects of the administrative functions and operations of the constituent posts. He/she must be responsive on a timely basis to the administrative needs of the posts and for this purpose establish and maintain contact with members of the Management Sections in Wellington that can assist in this regard. Act as management focal point and representative in all administrative issues, and provides general admin support and guidance to staff at constituent posts as required.

Special attention must be given to the following:

a. Fiscal Reports & Mission Program Plans:

In conjunction with the Principal Officer and staff for Auckland, Christchurch and Apia, provides guidance on the preparation of these reports, reviews the reports as required upon receipt. The incumbent serves as the primary source of information on the Posts' actual needs as compared to their requests for funds. Responsible for monitoring and preparing reports for the Management Office. Works with other sections and delegates reporting if necessary, and submits final drafts to the Management Counselor for approval. Reports include, but not limited to:

- Mission Strategic Plan (MSP): Provides input for the management portion of the Mission's Strategic Plan.
- Post Report: Monitors regional update for the Mission's Post Report. Tasks individual offices/sections to update their portions of the report. Reviews changes and submits to Management Counselor for approval. Revised every five years.
- Retail Price Survey: Ensures that annual Retail Price Survey for New Zealand and Samoa is conducted at appropriate time. This entails working with HR to recruit American family member(s) to carry out the survey of the most frequently used establishments in NZ. Incumbent instructs the family member(s) and works closely with them, providing guidance as necessary and ensuring data is entered into e-Allowances. Survey for Samoa is conducted by incumbent.
- Hotel and Restaurant Survey: Ensures the annual Survey for NZ & Samoa is completed, and assists the Management Assistant with collating the information required. In the absence of Management Assistant has full responsibility to complete the report.

b. Real Property:

Be familiar with US property holdings, both officially leased and government owned (if applicable) and be aware of GSO /FM maintenance and improvements plans, and the impact this work may have within the Mission and on other agencies. Be familiar with any and all proposals concerning the disposal or acquisition of properties and impact on Mission relating to the proposals. Keep informed on current and projected post needs.

c. LES Positions and Compensation Surveys

Be familiar and actively participate in the analysis of completed surveys with the HRO. Monitor LES staffing at posts and make recommendations to the Management Counselor concerning changes, training and filling vacant positions.

d. Miscellaneous:

Give the same degree of attention and apply the same responsive attitude to the many other post administrative problems including IT, communications, budget and fiscal, general services and human resources. Maintain appropriate electronic files on all issues affecting posts.

f. Advisor to the Management Counselor:

Keep the Management Officer informed of pending problems and projects on administrative issues for the three posts and Embassy Apia.

g. Post Inspections:

Position oversees Auckland, Christchurch and Apia responsibilities regarding inspections of the respective posts and gives guidance on preparation of post inspection reports as requested by OIG Office. Assists OIG with their requirements post-arrival and while at Post. Following inspection monitor's any compliance reports requested by, assists individual offices with such reports, ensuring compliance is met and reported within the allocated timeframe. Advise the Management Counselor on any reports which may be overdue.

h. Supervision:

Supervises and provides guidance to the Management Assistant, and ICASS Special Projects Assistant.

II. HIGH LEVEL VIP VISITS

35%

Incumbent is designated as Post's primary coordinator for all TDY and VIP visitors and provides the full-range of support services. The frequency of VIP visitors averages one per month which is in addition to numerous TDYers from within the EAP region who provide the Mission with on-going support. VIPs visits range from POTUS, CODELs, SECSTATE, Deputy Secretary, APEC Ministers, CINPAC, annual Military Medical Conference personnel and advance parties in support of upcoming VIP visits. Is main POC with the Internal Affairs -Visits and Ceremonials Office for all logistical arrangements.

Coordinates all arrangements for travel, hotel rooms, transportation, custom clearance, passport, ticketing, in-country itineraries, welcome kits, organizing functions/conference rooms/control room, in-country programs for traveling party, including VIPs. Assists the Embassy Control Officer with identifying and completing their assigned functions. Prepares staffing plan to support visit. Advises equipment needs for control room and acts as the main point of contact for the visit. Will be required to travel to other cities within New Zealand and overseas (Apia, Cook Islands , and other EAP posts –as required) to coordinate the visit.

III. TRAVEL LIAISON

20%

The incumbent of this position is the post expert on all travel matters and regulations and oversees the Travel Management Agreement (TMA). Manages the Contract and advises contractor of their obligations ensuring all travel performed meets the 'Fly America Act' regulations. Assists the contractor with negotiating net level airfares for international travel with appropriate airlines, where possible. Monitors airline market activity to ensure Mission receives the most competitive fare pricing outside of the government contract levels.

Incumbent must maintain high-level travel and hospitality industry contacts throughout New Zealand (in particular Wellington, Auckland, Christchurch and Queenstown) and remain updated on changes. Work is done independently, often without any guidelines other than information provided by cables. Main point of contact with hotels, rail, airlines, ship, function facilities and car rental companies, and has overall responsibility for any reservations made. Negotiates accommodation rates for New Zealand complying with the established per diem parameters.

Monitors all international travel arrangements for both U.S. and FN employees at post. Incumbent handles all special travel requirements for FSO's, educational, medical, emergency visitation, home leave, and transfer in consultation with HRO. Advice is provided to employees regarding travel regulations and restrictions. As there is no consular section at post, the incumbent is responsible for organizing any visa requirements via Diplomatic Note to the Foreign Mission.

IV. MEDICAL AND OTHER DUTIES AS ASSIGNED

5%

Is Mission liaison with the Regional Medical Officers/doctors (RMO) and local Mission Medical Advisor. Co-ordinates with the Community Liaison Officer (CLO) on Medical Centers where Embassy housing is located for new arrivals at Post. Coordinates Mission wide for flu vaccinations/other vaccinations as required. Coordinates with CLO release of Medical alerts advised by RMO or local Mission Advisor. Monitors expiry dates of all emergency medication held at Post, including constituent Posts.

15. DESIRED QUALIFICATIONS:

a. Education: Completion of high school required. 1-2 year of some form of post secondary continued education, training or certification required, such as business, office administration, secretarial, general education/training etc

b. Prior Work Experience: A minimum of 3-5 years progressively responsible experience in administrative management, with at least 1-2 years experience in a supervisory position. Experience working with all levels of staff, especially senior level executives in arranging travel and accommodations; purchasing; drafting and submission of memos/reports; project management; performing analysis and providing recommendations. Experience working with different NZ government departments such as MFAT, Immigration etc

c. Post Entry Training: Post may provide training and orientation at other posts. On-the-job training in State Department Protocol and Travel with emphasis on regulations and procedures.

d. Language Proficiency: Level IV (fluent) English required. Both written and spoken.

e. Knowledge: A thorough knowledge of office management policies, procedures and principles. Good knowledge of local government department and protocol procedures. Incumbent should be familiar with and have a good knowledge of principles of project management, analysis and reporting.

f. Skills and Abilities: Incumbent should possess excellent writing skills in response to requests and inquiries from various sources. Ability to independently research Department policies and guidelines, draw proper conclusions and formulate accurate responses. Ability to work with all levels of staff, especially those at the executive level. High level of tact and diplomacy, and consistently display sound judgment and excellent interpersonal communication skills are crucial. Ability to work in teams, take initiative, be flexible, meet constantly changing priorities and deadlines; and proactively assess problems and develop solutions. Must maintain a high level of confidentiality, display integrity and understand one's role in the organization. Incumbent is required to possess a valid driver's license, with typing skills at level II, (40 WPM, high degree of accuracy), and proficiency in MS Office suite.

16. POSITION ELEMENTS

a. Supervision Received: Employee is expected to resolve most problems and execute assignments with supervision limited primarily to review of end product results. The Management Counselor gives general supervision and guidance. Employee works independently and with minimal supervision.

b. Available Guidelines: Written guidelines include the Foreign Affairs Manual, Foreign Affairs Handbook (FAH), Protocol Guidelines for NZ, Foreign Service National Personnel Administration Handbook (FSNPAH), Foreign National Personal Services Contracts Handbook (FNPSCH), Local Employee Position Classification Handbook (LEPCH), Standardized Regulations, Foreign Service National Compensation Handbook (FSNCH), Career Mobility Handbook, Department of State and other agency documentation, FSI course material, policy binders, TAGS handbook, Correspondence Handbook, various computer user manuals, post specific standardized operating procedures, post developed flow charts and checklists, post produced guides on awards, position classification, evaluation, Superannuation legislation and guides, etc.

c. Exercise of Judgment: Although there are numerous guidelines and regulations available, they tend to be ambiguous and the incumbent is constantly called upon to interpret them, which requires considerable judgment. When a unique situation arises, the incumbent may refer it to the Management Counselor. Incumbent may be advised to contact appropriate Washington level organization.

d. Authority to Make Commitments: Commitments are limited to applying proper procedures. Incumbent recommends line of action to the Ambassador, Deputy Chief of Mission or Management Counselor; has responsibility for duties set forth in this position description, and may act in accordance with directly delegated authority.

e. Nature, Level and Purpose of Contacts: Contacts are primarily with all employees at constituent posts and administrative employees in Wellington. Contacts are established and maintained with Protocol Officers, top-ranking officials of the NZ government, NZ Ministries of Agriculture, Customs, Immigration, members of the Diplomatic Corp., and members of the Embassy, local community, Airlines and Embassy Travel Manager Contractor. Incumbent must be able to act with tact and diplomacy at all times.

f. Supervision Exercised: Incumbent supervises the Management Assistant

g. Time Required to Perform Full Range of Duties: 2 years; 1 year probationary period.