

13. BASIC FUNCTION OF POSITION:

Acts as the primary contact for all maintenance work order requests and coordinates with the requester and all the responsible parties.

14. MAJOR DUTIES AND RESPONSIBILITIES:

Incumbent receives written and verbal requests for services and ascertain all the necessary information to determine whether the work is a landlord or Embassy responsibility. Input the requests into Work Order for Windows (WOW) system and coordinates the implementation of the work with General Services Office (GSO) housing coordinator for landlord responsibilities. Act as the primary liaison between all the parties involved in the process. Track the status of work orders and provide support and updates to requester. Maintain the preventive maintenance schedule for all building systems and equipment. Maintain the data in WOW and produce reports for efficiency and management controls.

1. Identify, conduct market research and determine maintenance items for procurement. Enter the items, according to the proper procurement procedures, into the Integrated Logistics Management System for fund certification. Maintain a list of vendors in building maintenance and construction trade to effectively utilize their service contributions. Schedule on-site appointments with vendors to evaluate scope of work and Requests for Proposals (RFP). Write reports and perform various administrative duties.
2. Schedule weekly/monthly building access requests to Regional Security Office (RSO) for all contractors scheduling maintenance/construction. Establish and maintain a system of accountability and record for all the tools and the building materials/parts. Perform other duties within the Facility Management section as required.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. Education: Completion of secondary or high school is required.
- b. Prior Work Experience: Minimum of two year experience in a service industry or an office environment that provides product or services to customers.
- c. Post Entry Training: On-the-job training and instructions from the supervisor. Online Foreign Service Institute (FSI) courses are available for additional training. Introduction to Working in an Embassy (PN113); No Fear Act Training (PT401); and Ethics for New Locally Employed Staff (PA453).
- d. Language Proficiency: Level 3 English (Good working knowledge) ability is required.

- e. **Job Knowledge:** Basic computer skills and working knowledge of Microsoft Office applications are necessary. Must have a good working knowledge of Mission elements, and their functions.
- f. **Skills and Abilities:** Must have excellent interpersonal skills and be able handle large workload and capable of multiple tasks. Must be very well organized, methodical and decisive. Must possess a valid driver's license.

16. POSITION ELEMENTS

- a. **Supervision Received:** Works under the direct supervision of, and coordinates tasks with, the Maintenance Supervisor.
- b. **Supervision Exercised:** None
- c. **Available Guidelines:** WOW Training Guide (6 FAM 760); Facilities Maintenance Handbook; Post Housing Handbook, T&A Training Guide.
- d. **Exercise of Judgment:** Must be able to differentiate and prioritize work requests with regards to operational needs, safety and health, and routine requests.
- e. **Authority to Make Commitments:** Has no direct authority to make commitments, but will coordinate with vendors on approved commitments as directed by the supervisor.
- f. **Nature, Level, and Purpose of Contacts:** To provide functional support to the Embassy staff and local contractors. Minimal contact with Washington or Overseas Building Operations.
- g. **Time Expected to Reach Full Performance Level:** Six (6) months.