U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
Lagos	State	A52932

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

☐ a. Description of duties: This position replaces

Position No. (Title) (Series) (Grade)

☐ b. New Position

☒ c. Other (explain) Advertising Vacant Position

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Work Control Clerk	FSN - 5		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Work Control Clerk	7. NAME OF EMPLOYEE
8. OFFICE/SECTION Facility Maintenance Section	a. First Subdivision Management Section
b. Second Subdivision NA	c. Third Subdivision NA
9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee Date(mm-dd-yy)	Typed Name and Signature of Supervisor Date(mm-dd-yy)
11. This is a complete and accurate description of the duties and Responsibilities of this position. There is a valid management need For this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy)	Typed Name and Signature of Admin or Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent is assigned to the U. S. Consulate Lagos, Nigeria in the Facility Maintenance Section as a Work Control Clerk directly supervised by the Assistant Facility Manager. Responsilities are to receive and process request for maintenance and repair services. Utilizes the GMMS / WebPass, a computerized maintenance management programme that record and process Work Orders. Provides weekly computer generated reports pertaining work order status and distributes them to the Facilities Manager, Assistant Facility Manager and Shop Supervisors.

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14. MAJOR DUTIES AND RESPONSIBILITIES	**% OF TIME**
The Incumbent of the position receive Work Orders via telephone (emergency), written (either through email, e-Services or paper Services Request Form) maintenance and repair work requests of Government owned Short Term Leased residential quarters and Office Buildings. Enters Services Request into the GMMS / WebPass, and provide customer service for the requestor, scheduling all Work Orders along with the Shop Supervisors making the requestor aware of date and times that the work will be performed and keeping track of any development and or change in Work Order status. Incumbent is also responsible for cross-checking data in all Work Order, making sure that all accounting and sub-accounting are correctly added. Work Control Clerk will print all Work Order and distributes them to the respective shops or Supervisors for action.	60
14.1 The Incumbent is responsible for providing weekly reports pertaining to the status of all Work Orders relative to the maintenance shops and distribute them to the shop Supervisors, Assistant Facility Manager and Facility Manager. All completed Work Orders are returned to the Incumbent who enters labor and materials used into the system (GMMS / Web Pass) effectively to close the Work Order and all file for future references. All Work Orders with a "hold" status entered into the system indicating the Holding Action and procurement information if applicable. The duty also includes dispatching all FAC resources to deal with emergency or critical situations. The Incumbent is responsible for administering all Procurement request and functions, along with the FAC secretary as a liaison between GSO Contracting and procurement, Shipping, Customs, Budget/Finance and FAC.	**% OF TIME** 20
14.2 Enters spare parts, employee and labor data into the GMMS / WebPass system. Prepare monthly printouts and distributes scheduled Preventive Maintenance Work Orders. Incumbent is also responsible for updating the system (GMMS / WebPass) in case of rupture or inclusion of contract properties, contractors and updates employee ID number on the system. Perform other duties as assigned.	**% OF TIME** 10

14.3	% OF TIME
Performs secretary duties as assigned. May be required to work weekends and holidays. Must perform job activities and duties in a responsible manner to avoid the creation of safety and health policy and procedures; properly utilize appropriate personal protective equipment as required by the job activity; inform Supervisor of all accidents; Report unsafe or hazardous conditions.	10

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education
Completion of secondary school is required. Completion of specializes training in typing/data entry and use of computer is required.

b. Prior Work Experience:
At least Two Years of Clerical/customer service or data entry experience required.

c. Post Entry Training:
Instruction in Post Computerized System (GMMS / WebPass).

d. Language Proficiency:
(List both English and host country language(s) proficiency requirements by level (II, III) and specialization (speak/read)
Level III English (Good Working Knowledge) is required.

e. Job Knowledge's:
Must have a working knowledge of Facility Maintenance operations and Technical terminology.

f. Skills and Abilities:
Must have minimum level II typing ability. Must be proficient in the use of Microsoft Office software (Outlook, Word, Excel, Power Point etc) and other computer programs. Must have excellent interpersonal skills and be able to handle a large workload and multiple tasks. Must be organized, methodical, decisive, and have professional telephone skills.

16. POSITION ELEMENTS

a. Supervision Received:
Receive immediate Supervision from the Assistant Facility Manager. In his/her absence or as delegated he/she may be supervised by the Building Engineer or Supervisor acting on the Facility Managers behalf.

b. Supervision Exercised:
This is a non-supervisory position. However individual shall be required to direct maintenance staff employees, service contractors and vendors to respond to scheduled, unscheduled work assignments and emergency situations or otherwise as directed by the Facility Manager.

c. Available Guidelines:
Local instructions, supervisory guidance and information provided in software manuals. Facilities Maintenance Handbook, Post Housing Handbook; Post Operations and Maintenance manuals will all be onsite or accessible by computer. T&A training guide, post correspondence manuals are additional guideline references.

d. Exercise of Judgment:
Judgment is a requirement of this position in the allocation of daily scheduled/unscheduled work requests, coordination of maintenance staff, service contractors and interface with all requesters. Incumbent exercises a high degree of initiative and independent judgment. Exercises discretion, calmness, thoroughness and tact in dealing with upset and stressed personnel telephoning and visiting the FAC office. Uses independent judgment in reviewing documents on behalf of the Facilities Manager to accept or return for amendment. Uses good judgment in organizing work assignments. Uses common sense in addition to the 15FAM in determining good safety practices such as scheduling pest control sprays while coordinating directly with the Assistant POSHO and LE Staff POSHO.

e. Authority to Make Commitments:
The position has no direct authority to make commitments, but will coordinate with Consulate staff, maintenance staff,

service contractors and vendors on approved commitments as directed by Facility Manager or upper level Management in his or her absence.

f. Nature, Level and Purpose of Contacts:
Daily contact with Americans and other LE staff of all USG agencies at all organizational levels, Contractors and suppliers in connection with the performance of Maintenance operations.

g. Time Expected to Reach Full Performance Level:
Six months