

# U.S. MISSION, PAKISTAN - EMBASSY, ISLAMABAD

## VACANCY ANNOUNCEMENT NUMBER: 11-41

**OPEN TO:** In-House Candidates only **OPENING DATE:** April 4, 2011  
**POSITION:** **Customer Services Center Assistant**, FSN-7; FP-7\* **CLOSING DATE:** April 17, 2011  
**POSITION NO:** I-50822 & I-50823  
**WORK HOURS:** Full-time; 40 hours/week  
\*Not-Ordinarily Resident: US\$39,994 p.a. (Starting salary)  
(Position Grade: FP-7 to be confirmed by Washington)  
\*Ordinarily Resident: Rs.722, 365 p.a. (Starting salary)  
(Position Grade: FSN-7)

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Islamabad is seeking an individual for the Customer Services Center Assistant in the Management Office.

### **BASIC FUNCTION OF POSITION:**

The incumbent of this position coordinates arrival and departure processing as well as, ensuring that assets such as cell phones and other USG property are accounted for, final bills are paid or recorded, and authorizing final shipment of goods when the process is complete. Serves as a central point of referral for general and specific queries about Management services and requirements for all employees at post. Provides references, documentation, updates, and general information to walk-up, email and phone-based inquiries. These queries relate to the entire range of Management services, from payroll to visas, HR to Facilities Maintenance. The CSC Assistant is responsible for providing correct, up-to-date information, identifying sources of new information, processing forms both on-line and paper and identifying improved methods for processing, and managing on-line systems which provide customers direct access to services such as conference room reservations, local drivers' licenses, and other Management subjects. Serves as expert user or subject matter expert in one or more administrative systems or functional areas. Performs other duties as assigned.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

### **QUALIFICATIONS REQUIRED:**

NOTE: *All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.*

- 1. EDUCATION:** Completion of 14 years of education in science or arts is required.
- 2. EXPERIENCE:** Four years of experience in progressively challenging positions, including at least two years in one of the specialized functions of Management, such as personnel, finance, information resources is required.
- 3. LANGUAGE:** Level IV (Fluent) Speaking/Reading/Writing English & Urdu is required. This may be tested.
- 4. KNOWLEDGE:** Incumbent must be able to gather facts/analyze results relevant to specific issues and formulate conclusions and recommendations for action. Familiar with Departmental documentation formats, rules and general operations. Capable of organizing and documenting data flows. Capable of preparing presentations, both on paper and oral, to customers, management and others on current processes and recommended changes.
- 5. ABILITIES & SKILLS:** Must be proficient in Microsoft Office Suite. This may be tested. Must be able to draft written correspondence and presentations. Ability to analyze comprehensive transaction reports. Must have an excellent interpersonal skills, and good briefing and writing skills. Must be able to lead project teams and motivate to completion of projects without having direct supervisory responsibility for team members. Must be able to assess processes involving multiple forms/data collection tools and recommend improvements. Plan and prepare for widely varied workflows beyond office control. Customer service skills.

**SELECTION PROCESS:**

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Applicants for the position must meet the **required** qualifications as advertised in the vacancy announcement. Trainee level(s) may be established below the full performance grade level listed if not fully qualified.
5. Current employees who have voluntarily reassigned/promoted from one position to another are not eligible to apply for **six months** from the effective date of the reassignment/promotion.
6. Current employees who have received any job-related training are not eligible to apply in another section/agency for **six months** from the effective date of the training.
7. Candidates need to indicate on the Application for Employment if any family member is working in the U.S. Mission, Pakistan and, if so, in which section.
8. U. S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employments clearances (if selected) or relocating for joining.

**TO APPLY:**

Interested applicants must submit their duly-filled/completed [DS-174](#) (Application for Employment as LE Staff). Applications will be accepted by e-mail submission only at [HROIslamabad@state.gov](mailto:HROIslamabad@state.gov), the Vacancy Announcement Number (e.g. 10-150) must be mentioned in the subject line.

Please don't attach any documents to your application. Incomplete and submissions after closing date will not be considered. Only short-listed candidates will be contacted for their test/interview. To see all advertised positions, please visit the Embassy Web site [http://islamabad.usembassy.gov/employment\\_opportunities.html](http://islamabad.usembassy.gov/employment_opportunities.html). Only short-listed candidates will be contacted for their test/interview.

**DEFINITIONS:**

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has the required work and/or residency permit for employment in country.
2. Not-Ordinarily Resident (NOR): Typically NORs are U.S. citizen EFMs (Eligible Family Members) and family members of United States Government personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION: April 17, 2011**

U. S. Mission, Pakistan is an equal opportunity employer. All applicants will receive consideration without regard to race, color, religion, gender, national origin, disability, age, sexual orientation, social status, or political ideologies/affiliation.