

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

## VACANCY ANNOUNCEMENT NUMBER: 16-30

**OPEN TO:** All Interested Candidates **OPENING DATE:** March 11, 2016  
**POSITION:** **Customer Service Center Supervisor, FSN-8; FP-6\*** **CLOSING DATE:** March 24, 2016  
**POSITION NO:** I-52871  
**WORK HOURS:** Full-time; 48 hours/week  
\*Not-Ordinarily Resident: US\$46,093 p.a. (Starting salary)  
(Position Grade: FP-6 to be confirmed by Washington)  
\*Ordinarily Resident: Rs.1,408,110 p.a. (Starting Gross Salary)  
(Position Grade: FSN-8)

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 eligible and qualified individual for the position of Customer Service Center (CSC) Supervisor in the General Services Office.

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

The incumbent provides one-stop processing for all employees under the Chief of Mission authority. S/he directly supervises three assistants and one clerk and reports directly to the General Services Officer/CSC American Supervisor. The Incumbent is responsible for overseeing the day-to-day operations of CSC which provides an array of services to all employees and also looks after arrival and departure processing. Ensures that assets such as cell phones and other U.S. government property are collected, final bills are paid or accounted for, and authorizing final shipment of goods when the process is complete. The incumbent will be responsible to maintain accurate inventory of U.S. government assets including phones/iPhone, SIM cards, multimedia projectors and Motor Pool passes. Serves as sub-cashier and will be responsible for any loss to the U.S. government. Coordinates multiple central Management services for entire embassy community. Serves as primary point of contact for general and specific queries about Management services and requirements and ensures that CSC staff is kept current on all Department, Mission, and Post policies. Identifies duplication and inefficiencies in documentation and in operation of Management processes and suggests solutions to Management sections. Provides consultation and training to constituent posts staff. Performs other related duties as assigned by the supervisor.

### **QUALIFICATIONS REQUIRED:**

NOTE: All applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

**1. EDUCATION:** University degree (16 years of education) in Human Resources Management, Finance, Business, or Information Technology is required.

**2. EXPERIENCE:** Minimum six years of experience in progressively challenging administrative position is required. The required experience must include at least one year of supervisory and one year in one of the specialized functions of management such as personnel, finance, information resources, housing, facilities management.

**3. LANGUAGE:** Level IV (fluent) Speaking/Reading/Writing of English and Urdu is required. Level III (good working knowledge) Speaking/Reading/Writing Punjabi is also required. Language skills will be tested.

**4. KNOWLEDGE:** Familiar with Departmental documentation formats, rules and general operations. Must be able to gather facts/analyze results relevant to specific issues and formulate conclusions and recommendations for action. Must have good knowledge of organizing and documenting data flows.

**5. ABILITIES & SKILLS:** Incumbent must be able to draft written correspondence and capable of preparing presentation (paper and oral) for customer and management on current processes and recommended changes. The ability to analyze comprehensive transaction reports is required. The incumbent must have excellent customer services, teamwork,

interpersonal, and good briefing and writing skills. Must be able to lead projects teams and motivate them to complete projects. The ability to assess processes involving multiple forms/data collection tools and recommend improvements is required. The ability to gather facts/analyze results relevant to specific issues and formulate conclusions and recommendations for action, plan and prepare for widely varied workflows beyond office control is required. Must be proficient in Microsoft Office Suite with emphasis on SharePoint. This may be tested.

#### **SELECTION PROCESS:**

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their 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. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
5. Current employees who have voluntarily been 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. U.S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employment clearances (if selected) or relocation for joining.

#### **TO APPLY:**

Interested candidates for this position must submit their completed **DS-174 (Application for Employment as LE Staff or Family Member)** by e-mail at [PakJobs@state.gov](mailto:PakJobs@state.gov). The Vacancy Announcement Number (e.g. 16-30) must be mentioned in the subject line of the email.

Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

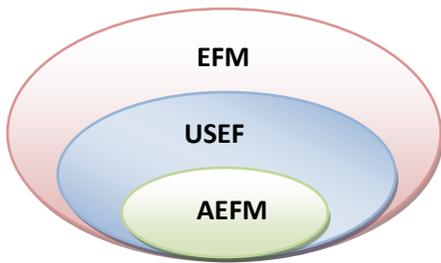
Incomplete **DS-174 (Application for Employment as LE Staff or Family Member)** or submissions received after the closing date will not be considered. Please do not attach any documents at this stage; you will be informed when your documents are required. Only those candidates meeting all the requirements will be contacted for a test/interview. To review all advertised positions, please visit Embassy website [http://islamabad.usembassy.gov/employment\\_opportunities.html](http://islamabad.usembassy.gov/employment_opportunities.html).

#### **CLOSING DATE FOR THIS POSITION: March 24, 2016**

The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve Equal Employment Opportunity (EEO) in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

2. **U.S. Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

3. **Appointment Eligible Family Member (AEFM):** An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad

or,

as appropriate, at an office of the American Institute in Taiwan (AIT); **and**

- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

4. **Member of Household (MOH)**: A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

5. **Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

6. **Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.