

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

## VACANCY ANNOUNCEMENT NUMBER: 12-98

**OPEN TO:** In-House Candidates only **OPENING DATE:** June 4, 2012  
**POSITION:** **Customer Services Center Assistant** (Supervisor) **CLOSING DATE:** June 17, 2012  
**GRADE:** FSN-7; FP-7\*  
**POSITION NO:** I-52871  
**WORK HOURS:** Full-time; 48 hours/week  
\*Not-Ordinarily Resident: US\$39,994 p.a. (Starting salary)  
(Position Grade: FP-7 to be confirmed by Washington)  
\*Ordinarily Resident: Rs.856,837 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 (Supervisor) position in the General Services Office.

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

The incumbent directly supervises three Customer Service Assistants and reports directly to the Deputy General Services Officer (D/GSO). Incumbent is responsible for overseeing the day-to-day operation of the CSC which provides an array of services to American and Locally Employed Staff (LES) employees under Chief of Mission authority. Services include in-processing which entails, coordinating with the various sections and agencies and with the Office of In Processing (OIP) in Washington to ensure that all required paperwork is completed prior to the employee's arrival. The incumbent serves as the primary point of contact for general and specific queries about Management services, requirements and ensures that the CSC staff is kept current on all Department, Mission and Post policies. The incumbent is responsible for ensuring that all information pertaining to in/out processing and other information regarding the above-mentioned, remains current and ensures that all published documents remain up-to-date. The incumbent is also responsible for coordinating with the Information Management Office on identifying sources of new information and technology that can enhance the Mission's CSC data base.

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:** University Degree (16 years of education) in management, personnel, finance, business administration, information technology or related field is required.
- 2. EXPERIENCE:** Four years of progressively challenging experience in a position where customer services is provided, including at least one year in one of the specialized functions of management, such as personnel, finance, information resources, housing, facilities management etc is required.
- 3. LANGUAGE:** Level IV (Fluent) Speaking/Reading/Writing English & Urdu is required. This may be tested.
- 4. KNOWLEDGE:** Must be familiar with Departmental documentation formats, rules and general operations. Must have good knowledge of organizing and documenting data flows.
- 5. ABILITIES & SKILLS:** Incumbent must have an ability to analyze comprehensive transaction reports. Must have excellent interpersonal skills, and good briefing and writing skills. Must be able to lead projects and motivate the team to completion of projects. Plan and prepare for widely varied workflows beyond office control. Good customer service

teamwork skills are required. Must be proficient in Microsoft Office Suite with emphasis on SharePoint. This may be tested.

**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.
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 completed [DS-174](#) (Application for Employment as LE Staff) by e-mail submission only at [PakJobs@state.gov](mailto:PakJobs@state.gov) . Please do not attach any documents with DS-174 form at this stage, you will be advised when your documents are required. Vacancy Announcement Number (e.g. 12-98) must be mentioned in the subject line of the email.

Incomplete applications or submissions received after the closing date will not be considered. 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).

**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 EFM's (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: June 17, 2012**

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.