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.
Panama	State	A55823

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ **Yes A55824, A55825, A55826** ☐ **No**

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

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

☐ b. New Position

☒ c. Other (explain) Change of incumbent

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date *(mm-dd-yy)*
a. Post Classification Authority HRO	Telephone Operator (Receptionist) 605	FSN-4; FP-AA	GS	10/02/06
b. Other				
c. Proposed by Initiating Office	Telephone Operator-605	FSN-4		

6. POST TITLE POSITION (if different from official title) Telephone Operator	**7. NAME OF EMPLOYEE**
8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision Management Section
b. Second Subdivision Information Management Office	c. Third Subdivision Information Program Center/TRSU
9. This is a complete and accurate description of the duties and responsibilities of my position. Typed Name and Signature of Employee / Date(mm-dd-yy)	**10. This is a complete and accurate description of the duties and responsibilities of this position.** Typed Name and Signature of Local 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. Typed Name and Signature of American Supervisor / Date(mm-dd-yy)	**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 Human Resources Officer / Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

Telephone Operator: Incumbent provides telephone calls processing to the Embassy and associated agencies and regional offices. Provides information to inquiries via telephone

Receptionist: Incumbent acts as the first official contact of the Embassy for any visitor and provides information assistance for visitors. Receives and distributes invoices, notices and miscellaneous correspondence as necessary.

14. MAJOR DUTIES AND RESPONSIBILITIES **75 % OF TIME**

(See attached)

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:
High school diploma is required.

b. Prior Work Experience:
One year prior experience as receptionist or as telephone console operator is required.

c. Post Entry Training:
None. During probationary period, incumbent must receive Meridian 1 Attendant PC Training, Customer Service Training and Procedural Training on TRSU Office functions. Will also receive on-the-job-training to learn Embassy and associated agencies and their organizational structure (functions, programs, services provided, personnel directories, and other reference aides) and to learn basic technical knowledge when equipment is not working properly.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):
Level III (good working knowledge) Speaking/Reading English and Spanish are required.

e. Job Knowledge:
Must know how to use MS Word applications. Basic knowledge to operate, isolate and trouble shoot minor repairs of different types of telephones consoles.

f. Skills, and Abilities:
Must possess excellent customer service skills that go far beyond the duties and responsibilities of the position such as to calm tempers when upset customers call on visa and federal benefits issues and all other issues.

16. POSITION ELEMENTS

a. Supervision Received:
Incumbent works under the supervision of the Telephone & Radio Unit (TRSU) Supervisor. Policy supervision provided by the IPO/IMO.

b. Supervision Exercised: None.

c. Available Guidelines: Embassy phone listing, Embassy policy & manuals, functions, programs, services and personnel; various administrative instructions, memorandums, mission and Cable & Wireless telephone directories, attendant console and telephone user manuals.

d. Exercise of Judgment:
When working with the public and when problems arise, incumbent has to be tactful and skillful questioning is often required to establish the exact nature of inquiry.

e. Authority to Make Commitments: None.

f. Nature, Level, and Purpose of Contacts:
Must make and maintain positive contacts with local operators (Cable & Wireless), mission, other USG units and Panamanian nationals.

g. Time Expected to Reach Full Performance Level: One year.

14. MAJOR DUTIES AND RESPONSIBILITIES (CONT.)

Answers incoming telephone calls to the Embassy through the Meridian switch and transfers them via a Meridian PC console to the appropriate destination. Assists Mission users establishing outgoing calls.

Provides response via telephone to inquiries concerning a wide variety of topics, utilizing personal knowledge of the Embassy and associated agency organizations, functions, programs and personnel. 75%

As the first official contact for the Embassy, the incumbent must use tact and diplomacy in assisting visitors. Must be able to answer their questions politely and diplomatically. The presence of authorized visitors must be immediately relayed to the appropriate office/officer upon their arrival so appropriate escort service can be provided. Receptionists should always be present during official business hours and not delegate receptionist duties to the marine on duty. Receive and distribute hand delivered invoices, notices and miscellaneous correspondence to/from mailroom as necessary.

Perform translator duties, as necessary between Embassy employees and local personnel, businesses, or Government entities. 25%

Computer Aided Job Evaluation (CAJE)

Job Discussion Help Sheet (JDHS)

for Job Holders and Supervisors

Current job title	Work Control Clerk
Current series and grade	FSN-1205 FSN-5
Mission/Agency/Office	American Embassy Panama
	State
	Information Management Office
Help sheet drawn up by:	Stanley Record/Supervisor
Manager/supervisor	
Incumbent	Delia O. Foster
Interview date/time/place	
Return form to HR Evaluator NLT:	

Completing this document

The completion of this document will help *you* prepare for the job discussion with the HR Evaluator conducting the job evaluation. It is important that the evaluation of a job is carried out based on complete, accurate and objective data. As the present manager/supervisor (or the incumbent) you can provide valuable information on the types of responsibilities and demands that the job faces. Remember – it is the job that is being evaluated, not personal performance of the job holder. When thinking about the job, presume that the job duties are being performed at the fully successful level. Consider only the regular and recurring job duties and responsibilities, not necessarily events or achievements that are accomplished on a one time only basis.

The job discussion help sheet is divided into a number of sections: the position in the organization; the main purpose and duties; and questions corresponding to each of the five CAJE evaluation factors. The five CAJE factors are:

- Responsibility. Considers the extent to which the job controls resources, the amount of discretion the position possesses and the level of advice provided to others.
- Knowledge. Considers the type of knowledge, education, training, experience and skills that is essential to be considered for the job.
- Intellectual skills. Concentrates on the types of intellectually demanding tasks and situations that anyone doing the job must tackle.

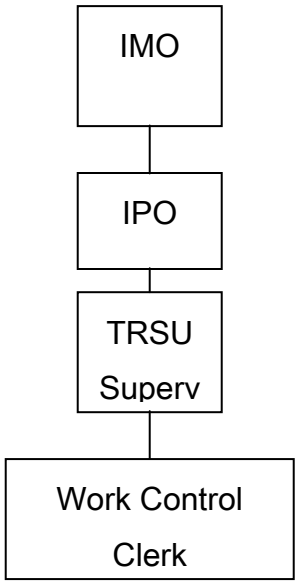
- Communication. Records the type and nature of contacts with which the position must communicate in order to do the job effectively.

- Environment. Considers where the job is carried out, the types of potential hazards and physical demands, as well as any unusual work pattern demands.

Please refer to the position description, where appropriate.

Position in the organization

Please draw a simple organization chart (or attach an up to date chart). Please include at least two levels above and below the job. Identify the position being discussed with an asterisk (*).



Interviewer's notes

Position located in the TRSU Unit of the IPO. Incumbent directly supervised by TRSU Supervisor.

Main purpose and duties

Please describe, in a sentence or two, the main purpose / essence of the position.

Incumbent serves as the Telecommunication Services Coordinator

Please expand on the main purpose by describing 4 or 5 key aspects of the job. For example, describe the 4 or 5 major "roles" this job has. Exclude duties performed less than 10% of the job holder's time.

1- Receives, logs, and keeps track of all telephone, radio, and all other request for service.

2- Prepares and types: correspondences, memorandums and other documents; requests telecommunications services for post residences and offices; files disputes and claims at the service providers, and follows up to a resolution; maintains an effective filing system for reports, correspondences, and requests.

3- Trains Voice Mail users on the procedures to access and retrieve messages; provides long distance dialling codes, and trains users on the procedures to access the IVG system; trains telephone extension users on how to use telephone features.

4- Administers the post cellular phone users program; administers the post profile database; administers the post SBU phone list, administers the TRSU tracking system.

5- Requests and pickup cash at the Procurement office for all TRSU purchases; serves as a backup to the Telephone Operators; serves as a backup to the TRSU Supervisor, when on leave.

Interviewer's notes

Performs mostly administrative functions for the TRSU unit.

Responsibility

This factor considers the extent to which the position requires the planning, organization, direction and control of resources (money, people, equipment, supplies, land, buildings, information). Consider the scale of the resources and the authority of the job holder to manage those resources. This factor also considers the freedom to act with which the job holder is expected to have, the advice given and the resulting impact the position has internally and externally.

Staff/contractors This question involves information about the "people" resources managed by the job holder. Management and/or supervision of people resources has different dimensions, from guiding others to full supervision. Please indicate the jobs of any staff/contractors controlled, specifying the number of people in each job. Please complete each sub-section where applicable, but avoid double counting. Example: Line Management for 4 employees would not be listed in Daily Work Guidance for the same group of people.

Long term strategic planning of staff. *This means planning for an entire workforce in a large organization. This is not actual supervision or traditional line management of staff.*	N/A
Line management of staff. *This means full administrative and technical supervision of staff. Full supervision implies approval of leave, selection of new employees, applying discipline, and monitoring employee performance.* Include the total number in the job holder's own "chain of command".	N/A
Project management. *This implies management of people in a project setting, where the project has a defined duration. Exclude persons counted in "line management" above.*	N/A
Contractors. *This means persons outside the job holder's normal chain of command who may be outside or third-party contractors.*	N/A
Training – delivery of training courses in a formalised learning environment. *This means people managed by the job holder in relation to the job holder's role as a formal Teacher or Instructor.*	N/A
Work allocation – eg daily work guidance/supervision. *Consider the job holder's role in giving out work assignments, or giving daily instructions to others, but for whom the job holder does NOT have full supervisory responsibility. Example: Team Leader or Work Leader role*	N/A

Interviewer's notes

No Responsibility as to staff/contractors.

Other resources

For each of the following headings, indicate the type of resources controlled by the position and the nature of that control. Give some indication of overall value for each basic category (or scale of the resource in the case of information).

Equipment – personal use, repair and maintenance, security, safety, purchase decision, etc *Consider tools and equipment, including PCs. Define what the job holder does with the equipment (i.e. user, repairer, purchaser, etc.)*	1- The incumbent uses on a daily base the following equipment as a tool to accomplish work: Personal Computer, Printer, Multi-line Telephone, Fax Machine, Cell-phone, and Typewriter, this equipment cost is approximately $2,000.00. 2- The incumbent has the responsibility of the custody, where-about and good working condition of Post Cell-phone users program, to include: 120 Bellsouth phones; 70 Cable & Wireless phones, the total cost for this equipment is approximately $37,000.00
Expendable supplies – issue/receive, determine supplies levels, purchase supplies, etc *Consider office supplies or other work supplies, the way in which the job holder deals with them. Estimate the value of goods held at any one time. Example:" orders monthly office supplies of $250 per month"*	Orders office supplies as needed and maintains an inventory of approximately $500.00.
Buildings/land – security, maintenance/refurbishment, sell/purchase decision, etc	N/A
Financial matters – handling cash, formulating, monitoring or managing budgets, etc. *Consider the role of the job holder with respect to cash, funds, budgets or accounts. Define the role and the amounts involved.*	Incumbent is responsible for requesting cash to purchase materials and tools when needed to perform installations or repairs at mission offices and residences, cost is approximately $200.00
Information – upkeep, access/security, management of information resource, etc. *Consider the job holder's responsibility for files, databases, records or controllable information items. Provide examples of the type and volume of information resources used, maintained or managed.*	1- The incumbent is responsible for the updates and publishing of the post SBU phone list. 2- Upkeeps the Post Profile database with actualized information. 3- Controls and issues, IVG dialling codes to telephone users. 4- Upkeeps the Billing System database with actualized information, extension and dialling codes users name and office. 5- Controls and upkeeps the R-code list, used

	to assign billing codes to post residential accounts at Cable & Wireless. 6- Is responsible for the office filing system, a copy of all correspondence, claims, requests, and agreements with services providers are kept in these files.
Contracted out goods and services – contract support, management, negotiation, etc. *Does the job holder have a responsibility for contracted out (outsourced) goods and services. Define the role responsibility and the amount involved. Example: Serves as COTR for window cleaning service contract.*	N/A

Interviewer's notes

Responsible for assuring cellulars are where they are supposed to be otherwise, incumbent is held responsible for any missing.

Must safeguard and upkeep the IVG and long distance passwords.

Advice / recommendations
If the position is required to provide advice to others inside or outside of the organization, please indicate the type of advice given and the recipients. ***Consider advice and recommendation that the job holder is responsible for providing to subordinates, colleagues, clients or management. Provide good examples of the kind of advice and recommendations that are required of the job holder on a regular basis.***

1- The incumbent briefs new arrivals to post and gives them advices on the different telecommunication services options available.

2- Gives advice to post residential telephone users on how to go about filing claims at the telephone service provider.

Interviewer's notes

Also provides advises to user in the security and control of long distance and IVG passwords.

Knowledge

Consider the essential education, training, experience and skills that a person must possess in order to do the job. This may be different from those that the incumbent actually possesses. *Think about the "know-how" requirements as if the position were undergoing recruitment. Consider the minimum requirements to perform job duties at a fully successful level.*

Knowledge of the organization, external environment and/or specialist field *1. What does the job holder have to know about the agency/Mission/Section? 2. What does the job holder have to know about the host country/region? 3. What kind of subject matter knowledge is required, independent of internal procedures or USG policies?*	1. Must have comprehensive knowledge of the Embassy and associated agencies and their organizational structure: functions, and personnel directories. 2. Must have a good understanding of basic telephone and radio features, especially those used on the Meridian Telephone and Voice Mail systems, and also on the Motorola HT-1250 hand held radios. 3. Must have some experience in good customer service
Education *The minimum academic requirement, include the level and the type. Examples: Completion of secondary schooling in general studies; .Bachelors Degree in Nursing*	Two years of Collage in the General Administration field.
Training / membership of professional body *What kind of occupational training is required? Include specialized job training. Examples: safe driver training, word processing training, software applications training, procedural training (Consular or Admin training), cashier training, etc.*	1- Word Processing, Excel, PowerPoint, Outlook, and software application training. 2- Database management training. 3- Secretarial, and procedural training (submitting and following up on claims and disputes).
Previous experience *Specify the minimum months or years of prior job-related experience, and the type of experience. Examples: 3 years trades and crafts; 5 years accounting; 1 year general clerical, etc. If prior supervisory experience is required, specify the minimum number of months/years required that is beyond job related experience: Example: 1 year previous supervisory experience in addition to 3 years journeyman level experience.*	**1- Two years of progressively responsible work in the secretarial field.** **2- One year Customer Service: communicating effectively; handling complaints and conflicts; managing the encounter.**
Language and other essential skills *Specify the minimum host country language and English*	Incumbent must be at the level 4 in both English and

language requirements in order to perform job tasks at fully successful level. Level 1: Rudimentary; Level 2: Limited Knowledge; Level 3: Good working knowledge; Level 4: Fluent; Level 5: Credentialed Professional Translator/Interpreter	Spanish language.

Interviewer's notes

Technical knowledge is important because incumbent must explain employees the use of equipment.

Must know how the phone companies work in issues of complaints and accounts.

Must be trained in the use of Meridian Telephone and Voice Mail Systems and the Motorola HT-1250 hand held radios.

Level III English and Spanish.

Intellectual skills

Considers the extent to which the position demands the analysis and evaluation of information in order to formulate conclusions, ideas or judgements. Please indicate the types of problems the position has to solve, the degree of future planning required and the need for innovation. Please provide examples.

Problem solving *Identify the typical problems that the job holder is expected to resolve independently. Provide examples of most common problems solved by job holder regularly, and an example of most difficult problem solved.*	One of the most common problems the jobholder is confronted with is to get some ones Voice Mail password reset. Some times it takes a lot of effort getting the service provider to install service within an acceptable time. Request for VIP visits are usually complex because of the specifications, nature, and time frame.
Planning ahead *Think about the job holder's work horizon, i.e. how far in advance the job holder must plan his/her own activities?. Example:"The technician plans own work at least 3 days in advance; The Accounting Chief must plan the work unit tasks at least quarterly"*	1- Incumbent checks and plans to order supplies before running out. 2- Makes preparation to have access codes and instruction sheets at hand for new arrivals.
Innovation. *Think about the opportunity and/or need to develop new approaches, procedures, designs, plans, guidelines. Examples: "must design new configurations for LAN"; "must adapt agency regs into internal SOPs"*	

Interviewer's notes

The most difficult problem incumbent is to deal with telephone company when service is disconnected for a justifiable or non-justifiable reason. Must coordinate timely connection of service.

As responsible for the Post Profile must plan a month ahead to input changes and revise data.

Must adapt of find new ways of improving filing system.

Communications

Considers who the position communicates with, both within and outside of the organization, and the nature of the communication. For each key contact, please indicate the purpose of the contact and the type of information communicated. Identify if any specialized communication skills are required. (*Examples: Counsels victims of assault; Refers callers to offices; Delivers speeches to conferences; Explains scientific data to non-experts; Interviews claimants for benefits; Calms down agitated customers)*

Communicates with all telephone services users, voice mail users, and government least apartments users to give instructions on how to use the telephone equipment or features, and to gather information on any needs or problem the users may have with their equipment.

Establishes and maintains professional and technical contact with supervisors, clerks, and technicians of companies providing telecommunications services, this relationship must be smooth and cordial in order to expedite new installations and circuit repair.

nterviewer's notes

Communicates verbally, via e-mail, letters, memos, reports. Etc.

Environment

Considers the physical environment in which the job holder operates. It also considers any job related physical or psychological demands. Identify any job-related particular hazards that exist. Please be specific, including frequency and/or duration where appropriate.

Job location. *Identify the primary location of the work, and any secondary locations.*	The location of the work is at the Clayton's Building, but can be change to anywhere within the U.S. Mission.
Potential job related hazards. *Exclude hazards that may apply to all staff in the country/city.*	The incumbent can be expose to chemical or electrical hazards while in the technical shop.
Physical demands or Psychological demands. *Examples: heavy lifting;*	Job will some times require dealing with upset or angry customers

repetitive work; job related mental stress.	
Unusual work pattern demands – frequent travel, working away from duty station, rotating shift work, etc	N/A

Interviewer's notes

Employees is at risk in order to avoid burn by battery leak when handling equipment.

Other

Are there any other features of the position, which should be noted?

May be required during VIP visits to work as a team member on tasks or projects different from regular duties.

Interviewer's notes

Not too often.