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	97-960001

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. Reclassification of duties: This position replaces

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

☐ b. New Position

☒ c. Other (explain) Recruitment Process

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date *(mm-dd-yy)*
a. Post Classification Authority HRO	Community Liaison Coordinator		GS	02/15/06
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Community Liaison Office	**7. NAME OF EMPLOYEE**
8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision Management Section
b. Second Subdivision	c. Third Subdivision

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

The CLO develops and manages a comprehensive post program to maintain high morale. The CLO identifies the needs of the post community and responds with effective programming, information and resources and referrals. Serving as the community advocate for employees and family members, the CLO advises post management on quality of life issues, recommends solutions, and advocates effectively for employee/family friendly post policies.

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

See Attached.

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:
High school diploma or GED equivalent is required.

b. Prior Work Experience:
Two years of general office experience is required.

c. Post Entry Training:
None. During probationary period must attend the CLO Training.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):
Level IV (Fluent) speaking/reading/writing English is required. Level I (rudimentary knowledge) speaking/reading/writing Spanish is required.

e. Job Knowledge:
Knowledge of Microsoft Office Suite is required. Basic knowledge of pertinent DOS regulations, programs, and policies, as well as host-county laws, practices, and mores.

f. Skills, and Abilities:
Must have the ability to recognize, evaluate, and manage potential conflicts inherent to serving the needs of a diverse community. Must have the ability to deal with all levels of post management in the identification and resolution of morale issues and implementation of responsive policies. Must have the ability to coordinate with other elements of the Mission to ensure programs success. Must have the ability to develop and maintain effective contacts in local business, education, and service communities. Must have the ability to listen and respond to quality of life concerns in a professional and sensitive manner.

16. POSITION ELEMENTS

a. Supervision Received:
Directly supervised by the Management Counselor.

b. Supervision Exercised:
None.

c. Available Guidelines:
CLO Handbook, DOS regulations.

d. Exercise of Judgment:
Expected to use sound judgment in handling of very personal and delicate information.

e. Authority to Make Commitments:
None. Only those authorized by the front office.

f. Nature, Level, and Purpose of Contacts:
Contacts with all levels of American employees and their dependents, school principals, diplomatic community.

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

14. Major Duties and Responsibilities 100% of time

The duties of the CLO are defined in eight areas of responsibility: employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the 8 areas, which is client-driven and responsive to post-specific needs.

Employment Liaison:

Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management. Advertise employment opportunities within the Mission and on the local economy. Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy. Promote negotiation of reciprocal bilateral work agreements. Encourage and facilitate alternative employment options such as telework and home-based businesses. Organize and facilitate career planning workshops and employment seminars for family members. Inform family members on EFM employment programs managed by the DOS. Inform family members on employment resources within the DOS. Encourage and assist family members to apply for functional training. Administer the post Summer Hire Program. Coordinate and maintain post's Family Member Employment Report (FAMER). Publicize FLO employment database, the Resume Connection.

Crisis Management and Security Liaison:

Relay critical security information between post management and the community. Represent the interests and concerns of community members when security or crisis situations arise. Serve on the Emergency Action Committee with primary responsibility for rumor control. Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.

Develop and maintain a warden system database for all employees and family members that include safehaven information. Provide and explain evacuation regulations and allowances to community

members. Provide departure and safehaven info to FLO during an evacuation. Work in the FLO Office as an evacuated CLO as circumstances and funding permit. Crisis aftermath – work with post management to rebuild the community.

Education Liaison:

Establish and maintain liaison with schools used by host families. Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues. Facilitate programs that support students and youth at post. Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management:

Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department. Pursue and develop resources within and outside the Mission to best serve constituent needs. Establish and maintain a community resource center that includes Internet/Intranet access. Develop and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.
Develop client database and CLO page on post website. Market the CLO program to the community and post management to garner support for programs. Submit semi-annual activity report to FLO. Submit updated post information to OBC.

Guidance and Referral

Provide confidential support to individuals and groups within the community (divorce, spouse/child abuse, adoption, death, mental health concerns). Utilize available resources to address concerns and meet needs. Recommend referrals as appropriate. Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies.

Welcoming and Orientation

Provide pre and post arrival information and resources to ensure successful acclimation to post environment. Organize and maintain an effective sponsorship program. Organize and post

welcome activities. Coordinate official post orientation program. Coordinate reentry workshop for departing employees and family members.

Community Liaison:

Establish and maintain an effective working relationship with all agencies and sections of the Mission. Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post. Serve as community representative on Mission committees (IAHB, EAC, PEC and Recreation Association). Attend country team and regularly scheduled briefings with MGT and the AMB or DCM. Establish a CLO Advisory Board to assist in defining program goals. Develop an effective working relationship with CLOs from other English-Speaking Missions.

Events Planning:

Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories:

U.S. traditions
Host country culture
Social, educational and recreational activities

Encourage volunteerism through community outreach. Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.