



U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. POST <p align="center">Panama</p>	2. AGENCY <p align="center">State</p>	3a. POSITION NO. <p align="center">A55823</p>		
3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No A55824, A55825, A55826				
4. REASON FOR SUBMISSION <input type="checkbox"/> a. Redescription of duties: This position replaces Position No. _____ (Title), _____ (Series) _____ (Grade) <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain) Recruitment Process				
5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date <i>(mm-dd-yyyy)</i>
a. Post Classification Authority HRO	Telephone Operator (Receptionist) 605	FSN4; FPAA	GS	10/02/06
b. Other				
c. Proposed by Initiating Office TRSU	Telephone Operator-605	FSN-4		
6. POST TITLE OF POSITION (If different from official title) <p align="center">Telephone Operator</p>		7. NAME OF EMPLOYEE		
8. OFFICE/SECTION <p align="center">Management Section</p>		a. First Subdivision <p align="center">Information Management Office</p>		
b. Second Subdivision <p align="center">Information Program Center/TRSU</p>		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my responsibilities of position.		10. This is a complete and accurate description of the duties and responsibilities of this position.		
----- Typed Name and Signature of Employee Date <i>(mm-dd-yyyy)</i>		----- <p align="center">Stanley Record</p> Typed Name and Signature of Supervisor Date <i>(mm-dd-yyyy)</i>		
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.		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.		
----- <p align="center">Tam Nguyen</p> Typed Name and Signature of Section Chief or Agency Head Date <i>(mm-dd-yyyy)</i>		----- <p align="center">Tabrese Venson</p> Typed Name and Signature of Admin or Human Resources Officer Date <i>(mm-dd-yyyy)</i>		
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

% OF TIME

1) 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%

2) 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. 20%

3) Act as backup of other telephone operators and perform other related duties as assigned. 5%

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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:

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/Writing English and Spanish are required.

d. Job Knowledges:

Good Knowledge of MS Office applications. Basic knowledge to operate, isolate and trouble shoot minor repairs of different types of telephones consoles.

e. 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 Excercised:

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 Judgement:

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.