

14. MAJOR DUTIES AND RESPONSIBILITIES

See Attached

% OF TIME

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Completion of high school is required.
- b. Prior Work Experience: Two or more years working in a governmental office or private industry with organizations that deal directly with the public or customers is required. One year of real estate, property management, or customer service related business experience is required.
- c. Post Entry Training: A complete understanding of the U.S. Government and local Post housing policies. Understanding of the Work Order for Windows application and WEBPASS applications. Familiarization with the Real property Account list of residential and official building listings. Familiarization with the standard U.S. Government lease agreements. Training for petty cashier operations and blanket purchase agreement procurement actions is necessary.
- 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 is required. Level III (Good Working Knowledge) Speaking/Reading/Writing Spanish is required.
- e. Job Knowledge: A general understanding of local residential and building maintenance procedures is required. Knowledge of writing business letters and electronic correspondence is required. Must have knowledge of the local business practices where customer relations are a primary focus.
- f. Skills, and Abilities: Excellent "people skills" and cultural sensitivity is required. Intermediate level computer skills with strong typing and telephonic communications ability are required. High level of customer service ethics is required. Must possess strong business related negotiation skills. Must be able to drive a manual and automatic transmission vehicle. Must possess a valid Panamanian driver's license.

16. POSITION ELEMENTS

- a. Supervision Received: Direct supervision provided by the American Facility Manager.
- b. Supervision Exercised: None
- c. Available Guidelines: 15 Foreign Affairs Manual (FAM) & 6 FAM Section 700; Post housing Handbook and the Federal Acquisition Regulations.
- d. Exercise of Judgment: The incumbent will frequently be required to make judgment decision with respect to handling urgent or emergency maintenance calls for repairs in Government owned and leased properties. Incumbent must use good judgment in dealing with irrational customer service related issues that may arise.
- e. Authority to Make Commitments: The incumbent may make commitments for services required from internal resources for minor maintenance and repair requests.

- f. Nature, Level and Purpose of Contacts: The incumbent is the main point of contact between the U.S. Embassy personnel for office related work requests and landlords or property managers regarding all maintenance issues of leased houses and apartments. Communicates by phone and/or e-mail with all levels of American Staff housed in leased properties regarding routine, urgent, or emergency maintenance issues. Communicates daily work order requirements to the facilities maintenance staff for scheduling appointments and contractor work. Provides feedback by telephone and written correspondence to GSO Leasing Office on status of residential make ready and repairs.
- g. Time Expected to Reach Full Performance Level: 6 months.

14. Major Duties and Responsibilities (Cont.)

45% of time

All maintenance work requests are channeled through this position. The incumbent processes maintenance requests for all U.S. Government owned and leased properties. Incumbent must determine whether the landlord or the post maintenance section should be responsible for action to make the necessary repairs. Each request must be followed up by daily or more frequent contact with the occupant and the party responsible for the repairs. Process work orders received in the facilities Service Center assuring timely distribution of all approved work orders to respective technical personnel. The incumbent must also possess a keen sense of customer service and must understand the policies and procedures regarding GSO Leasing and Facilities maintenance support.

40% of time

Coordinate with the Regional Security Office security inspectors for alarm and security equipment installation. Arrange for telephone and utility services where required. Conducts a pre-departure inspection before employees depart post and solicits estimates for damages to the residence or building structure that surpasses normal wear and tear. Coordinate the final cleaning of the residence prior to turnover. Inspections are performed jointly by GSO Leasing and the Facilities Section. Coordinate make ready activities between landlords, property managers, and Facilities maintenance personnel keeping the GSO Leasing office apprised of the status of all scheduled residences. This includes contacts with realtors, landlords, and building administrators in making all the arrangements necessary to inspect prior to acquisition, make ready coordination, and repairs for short term leased housing units.

10% of time

Responsible for administering the Facilities petty cash sub-cashier duties in support of the facilities management program for maintenance and repair up to a threshold of \$500 USD per transaction. Due to the extensive volume of work in this section, the incumbent must take into account the time involved in processing individual petty cash transactions through the Financial Management Office.

5% of time

Incumbent also serves as backup purchasing agent to the Facilities Purchasing Agent position requiring unscheduled trips to vendors located throughout the city and requiring that the incumbent be licensed to drive a motor vehicle in the performance of his/her duties. Other related duties as assigned.