

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: High school diploma is required.
- b. Prior Work Experience: Three years of office experience or administrative experience is required.
- c. Post Entry Training: Intensive on-the-job training on U.S. protocol and Embassy database systems and procedures. Completion of FSI Protocol Training is required. Other training as needed.
- 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; and Level IV Speaking/Reading/Writing Spanish is required. Must be able to draft formal letters in Spanish and English.
- e. Job Knowledge: A basic understanding of Panama's political, economic and social scene is required. Must have a sound knowledge of mission structure and individuals, as well as of USG structure and officials. Must have comprehensive knowledge of Panama Protocol. Must have general knowledge of correspondence drafting practices and forms of address. Thorough knowledge of Panama, its society and protocol customs.
- f. Skills, and Abilities: Excellent working knowledge of Microsoft Office to include highly fluent in Excel. Completion of on-line FSI courses in MS Office and database programs within first three months of employment. Must have good organizational skills and be able to prioritize tasks. Must have and practice tact, diplomacy and discretion.

16. POSITION ELEMENTS

- a. Supervision Received: Works under direct supervision of the Supervisory Protocol Assistant; receives guidance from the Ambassador's OMS.
- b. Supervision Exercised: None
- c. Available Guidelines: CONTACT Database Manual. Executive Office Correspondence guide. Guidelines for events at the Ambassador's Residence. Diplomatic Guide of Foreign Missions in Panama. B&F Representational Guidelines and 2 FAM 340 Protocol Precedence.
- d. Exercise of Judgment: Follows guidance from the Supervisory Protocol Assistant in preparation of correspondence. Follows guidance and/or precedence for appropriate handling of telephone calls for the Ambassador and the DCM. Must show initiative and use own judgment in developing technical arrangements for official functions and accomplishing assigned duties.
- e. Authority to Make Commitments: None

f. Nature, Level and Purpose of Contacts: Maintain excellent working relationships with all employees of the mission for successful event coordination.

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

14. Major Duties and Responsibilities (Cont.)

Data entry of new Embassy contacts in the Embasst data base (CONTACT) to be used for guest list preparation. Updates information on existing records. Reviews newspaper and magazines for any new information on contacts. Keeps GOP and Diplomatic Corps lists updated and informs AMB OMS of revisions. Perform Office Management Duties. **30% of time**

Supports the Supervisory Protocol Assistant in the accomplishment of the unit's mission with the following:

- Official Events
- Escort Support
- Guest Registration
- Seek and track RSVP of functions
- Solicits and tracks vehicle information for functions at official residences and the Chancery
- After action reports of official events
- Translation

15% of time

Provides guidance to the ORE staffs of both the Ambassador and DCM residences during representational events. Ensure that ORE Staff are trained to the protocol standards expected of their positions, and coordinate with Human Resources to administratively maintain accurate performance counseling, disciplinary, pay, and leave records on the ORE staff.

15% of time

Drafts and types routine correspondence in English and Spanish for the review of the Supervisory Protocol Assistant and for the signature of the Ambassador and the DCM. Files hard copies of outgoing correspondence, and renews yearly office files. Maintains the Ambassador's correspondence log, and the Ambassador's gift registry up to date. **10% of time**

Supports the Protocol Office by answering incoming telephone calls, ensuring appropriate handling of messages, invitations or information requests. Assists the Supervisory Protocol Assistant in the preparation of invitations, seating charts, place cards and other arrangements for functions held at the official residences. Provide guidance and recommendation to the messengers and local drivers to ensure efficient delivery and handling of invitations, and expand use of electronic invitations and RSVPs.

10% of time

Finalizes access authorization requests approved by the Supervisory Protocol Assistant, prepares work orders, and requests for office supplies. Maintains inventory of cardstock: invitations, envelopes, name cards for Ambassador and DCM functions and informs AMB OMS of revisions.

10% of time

Performs special and research projects and other related duties as assigned. **10% of time**