

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

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1. Post <b>Panama</b>		2. Agency <b>State</b>		3a. Position Number <b>A55824</b>
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 (2) A55825,A55826 <input type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____ (Title) _____ (Series) _____ (Grade)  <input type="checkbox"/> b. New Position  <input checked="" type="checkbox"/> c. Other (explain) <u>Update Duties/Responsibilities 4/7/2014</u>				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority <b>HRO</b>	<b>Telephone Operator 605</b>	<b>FSN-4; FP-AA</b>	<b>GS</b>	<b>10/02/06</b>
b. Other				
c. Proposed by Initiating Office				
6. Post Title of Position (if different from official title) <b>Telephone Operator</b>		7. Name of Employee		
8. Office/Section <b>U.S. Embassy Panama</b>		a. First Subdivision <b>Management Section</b>		
b. Second Subdivision <b>Information Management Office</b>		c. Third Subdivision <b>Information Program Center/TRSU</b>		
9. This is a complete and accurate description of the duties and responsibilities of my position.  _____ Printed Name of Employee  _____ Signature of Employee                      Date (mm-dd-yyyy)		10. This is a complete and accurate description of the duties and responsibilities of this position.  _____ Printed Name of Supervisor  _____ Signature of Supervisor                      Date (mm-dd-yyyy)		
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.  _____ Printed Name of Chief or Agency Head  _____ Signature of Chief or Agency Head                      Date (mm-dd-yyyy)		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.  _____ Printed Name of Admin or Human Resources Officer  _____ Signature of Admin or Human Resources Officer                      Date (mm-dd-yyyy)		
<b>13. Basic Function of Position</b>  Incumbent processes telephone calls to and from the Embassy and associated regional offices. Provides information to inquiries via telephone.				
<b>14. MAJOR DUTIES AND RESPONSIBILITIES</b>				<b>70 % OF TIME</b>

**PRIMARY DUTIES AND RESPONSIBILITIES**

**70%**

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.

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

**SECONDARY DUTIES AND RESPONSIBILITIES**

**25%**

Updates the Embassy telephone list and the Click-a-tell cell phone list.

Submits service requests for transportation, office supplies, and petty cash to locally procure items for the office.

Drafts correspondence to request official and residential telephone and Internet service from local service providers, and follows up on the requests as necessary.

Serves as the point of contact (POC) for residential telephone issues and liaises with the local telephone provider to resolve the issues.

Coordinates meetings for Mission employees and residential service providers, to discuss and finalize service contracts.

Arranges hotel bookings for IRM visitors.

Provides ICASS counts to the Budget and Fiscal office (B&F).

Prepares laminated telephone lists for VIP visits.

**OTHER RELATED DUTIES AS ASSIGNED**

**5%**

**NOTE: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.**

**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 I 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 in English and Spanish is required.

e. Job Knowledge:

Good working knowledge of Microsoft Office suite or similar word processing and spreadsheet applications. Basic knowledge to operate, isolate and trouble shoot minor repairs of different types of telephone 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.