

Major Duties and Responsibilities

Work Orders.

Receives, distributes, processes and tracks work orders for maintenance and repair of leased properties. Maintains a weekly work order schedule, entering Housing work order information into the WebPass work order application, GMMS database and Housing spreadsheets. Liaises and coordinates with the Facilities Maintenance Unit (FAC) to ensure work order performance meets USG quality, standards and requirements, and communicates the same to landlords and contractors, accordingly. Contacts and hires, with GSO authorization, contractors on behalf of landlords and the Embassy to perform repairs at leased properties. Keeps detailed records of all related charges for rent deductions, as required. Tracks work orders and provide feedback to occupants to alleviate any concerns related to the status of the work order. Monitors work order and contractor schedules to track and ensure, where possible, contractor timeliness, and communicates the same or changes to the schedule, as relevant, to the occupant. Acts as liaison between landlords, contractors, FAC and occupants to confirm that repairs are completed accurately and expeditiously. Coordinates with the Embassy maintenance technicians to inspect all work upon completion.

Administrative and accounting

Rent Payments. Prepares, processes and tracks rent vouchers, payments, and reimbursements. Documents rental adjustments, deductions, early lease terminations, funds shift of agency responsibility, and other pertinent information affecting rent.

Billing. Tracks all bills that originate from Housing requests, to ensure they are accurate and are promptly paid. Manages the payment of bills received (water, electricity, telephone, cable, internet, gas, water filters) for leased residences where applicable. Receives and distributes official and personal utility bills. Researches unusual and/or high consumption of utilities with occupants and service providers to determine cause and performs appropriate follow-up until resolved. Handles claims to utility companies when service is interrupted and coordinates prompt repair between the service provider, landlord and occupant.

Reporting and Budgeting. Prepares the annual ICASS Workload Count of square footage occupied for all agencies served by GSO. Works closely with Housing Staff, B&F, FAC, and Agency representatives to keep track of expenses for make readies during turn-over season and leases to be terminated, to ensure funds availability. Assists Housing Supervisor in creating and updating budgets for the entire fiscal year. Responsible for maintaining WebPass and Trees databases and office spreadsheets for all utility data in an accurate and timely manner. Submit reports to OBO as required.

Blanket Purchase Agreements (BPAs). Acts as BPA caller housing BPAs, including cleaning services, water filters, curtain installations/cleaning, locksmith, general maintenance, and any other BPAs in the section. Keeps track of all BPA calls and orders for services provided by authorized vendors and maintains the BPA log updated. Responsible for filing all bills and

copies in the Housing files. Processes bills related to work orders and maintains files of completed work.

Tax Exemption. Drafts correspondence requesting housing and Mission VAT (IVA) tax exemptions, and makes billing adjustments to reflect such savings as necessary.

Record Keeping. Drafts correspondence and assists with general data entry, typing, record-keeping and filing. Drafts and maintains Housing forms including occupant inventories, welcome surveys and other occupant documentation. Organizes files, creates new files and keeps track of archived files sent to the warehouse. Creates and maintains updated inventories of landlord-owned furniture and furnishings, and verifies accuracy between occupants, upon departure of occupants or return of property to landlords upon lease termination.

Other Duties

Serves as the back-up to the GSO Secretary: Acts as a sub-cashier or alternate money holder. Receives, processes and distributes work orders to the appropriate responsible sections. Processes time and attendance records for the GSO section.

Performs other duties as assigned by the General Services Officer and the Realty Assistant / Housing Supervisor.