



# Mission Notice

**SUBJECT:** EMPLOYMENT OPPORTUNITY

**OPEN TO:** All Interested Candidates

**POSITION:** Mail Clerk/Telephone Operator - Grade FSN-04 (starting at €14,413.00 annum) or FP-AA (if FP, Bureau will confirm final grade based on candidate's qualifications)

**OPENING DATE:** December 30, 2014

**CLOSING DATE:** January 13, 2015

**WORK HOURS:** Full-time: 40 hours/week

**START DATE:** TBD

**NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The Information Resource Management (IRM) office of the U.S. Embassy in Lisbon is seeking one individual for the position of Mail Clerk/Telephone Operator.

## **BASIC FUNCTION OF POSITION**

Under the direct supervision of the DPO supervisor, this position encompasses the duties of a telephone operator and mail clerk with those of data entry, helpdesk, database manager, and Diplomatic Post Office (DPO) backup clerk. Functions include telephone operations, mail and pouch operations, interoffice Mail, international mail, commercial courier operations and helpdesk.

A copy of the complete position description (PD) listing all duties, responsibilities, and qualifications is available in the Human Resources Office. To review the complete PD, contact Cristina Villarinho using the phone number, fax, or e-mail listed below.

## **QUALIFICATIONS REQUIRED**

1. Education: Completion of secondary school.

2. Experience: Two years of general work experience in an office environment.
3. Post Entry Training: On-the-job training in mail room and switchboard operations.
4. Language: English- Level 3 (good working knowledge) reading/speaking/writing abilities and Portuguese- Level 3 (good working knowledge) reading/speaking/writing abilities.
5. Knowledge: Basic knowledge of MS-Office; 5 FAM, 5-FAH-10 regulations on Mail and Pouch Operations; USPS and DPO published regulations.
6. Skills and abilities: Basic keyboard and data entry skills. Background with MS-Access, Word and Excel required.

### **SELECTION PROCESS**

When equally qualified, Eligible Family Members (EFMs) and U.S. Veterans\* will be given preference. Therefore, it is essential that the candidate address in the written application each of the "Qualifications Required" shown above.

\*U.S. Veterans - veteran applicants must explicitly state in writing whether or not they intend to invoke their preference each time they apply for a position and if they're selected for a position, they cannot invoke it again here at post for another position, except for positions with another agency.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining a successful candidacy.
2. Any employee serving a probationary period, any Not Ordinarily Resident (NOR) hired under a Personal Services Agreement (PSA) within the first 90 calendar days of employment, or any AEFM employee within the first 90 calendar days of an Family Member Appointment (FMA) appointment is ineligible to apply for this position.

### **TO APPLY**

Interested candidates for this position must submit the following or the application will not be considered:

1. Universal Application for Employment (DS-174); **or**
2. A current résumé or curriculum vitae (in English, without photo) that provides the same information found on the UAE (*see Appendix B*); **or**
3. A combination of both: i.e. Sections 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. A candidate claiming U.S. Veterans preference must provide a copy of the applicable Form DD-214 with the application. A candidate claiming conditional U.S. Veteran's preference must submit documentation confirming eligibility for a conditional preference in hiring together with the application.
5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

Human Resources Office, Attention: Cristina Villarinho

Telephone: (351) 21-770-2516      Fax: (351) 21-726-7303

Email: [hrol@state.gov](mailto:hrol@state.gov)

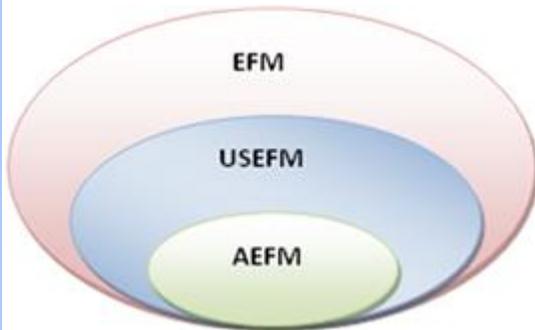
**CLOSING DATE FOR THIS POSITION: January 13, 2015**

The U.S. Mission in Portugal provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The U.S. Mission in Portugal also strives to achieve equal employment opportunity in all human resource operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited human resource practices, and/or courts for relief.

## Appendix A

### DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. AEFM: a type of EFM that is eligible for direct-hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided the person meets all of the following criteria:
  - U.S. Citizen;
  - Spouse or dependent who is at least 18 years of age;
  - Service, Department of Defense (DoD), uniformed service member or DoD civilian employee permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a USG agency that is under Chief of Mission authority.
  - Is resident at the sponsoring employee's or uniformed service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; **and**
  - Does not receive a USG annuity or pension based on a career in the U.S. Civil or Foreign Service.
2. EFM: A Family Member, at least 18 years of age, listed on the travel orders of a Foreign Service, Civil Service, DoD uniformed service member, or DoD civilian permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a USG agency that is under Chief of Mission Authority, who does not meet the definitions of AEFM above.
3. MOH: A Member of Household (MOH) is a person who:
  - Has accompanied, but is not on the travel orders of a U.S. citizen Foreign Service, Civil Service, DoD uniformed service member, or DoD Civilian employee permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; **and/or**
  - Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; **and**
  - Resides at post with the sponsoring employee.
4. OR: Ordinarily Resident - A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. NOR: Not Ordinarily Resident - Typically NORs are U.S. citizen EFMs of FS, GS, and uniformed service members who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities. MOHs also fall under this category.

## Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, Cell phone numbers and e-mail address
- G. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special Accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References