

ANNOUNCEMENT NUMBER: 42-15

OPEN TO: All Interested Candidates
FROM: Leilani J. Boyle, Human Resources Officer
POSITION: Work Control Clerk, FSN-06*/FP-08**
OPENING DATE: December 22, 2015
CLOSING DATE: January 5, 2016
WORK HOURS: Full-Time; 40 hours/week
SALARY: *Ordinarily Resident (OR): QRs. 88,452 p.a. (starting salary)
**Not-Ordinarily Resident (NOR): US \$36,353 p.a. (starting salary)

ALL ORDINARILY RESIDENT (OR) APPLICANTS (*See Appendix A for definition*) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Doha, Qatar is seeking an individual in country for the position of Work Control Clerk in the Facility Management Section (FAC). All applicants with a current work permit must be able to transfer their sponsorship without objection from their current employer.

BASIC FUNCTION OF POSITION

Process unscheduled repair work orders and preventative maintenance (PM) work orders for the Facility Management Section (FAC). Manage maintenance and repair records and generate associated reports for government owned and/or leased facilities. Act as the primary point of contact for FAC customers. Communicate with FAC staff, customers, other embassy sections, contractors, and landlords to coordinate and track work requests. Perform FAC administrative and clerical tasks.

The complete position description listing all duties and responsibilities is [here](#).

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Education: Completion of secondary school is required.
2. Prior Work Experience: Three years of closely related work experience required.
3. Language Proficiency: Level III (good working knowledge) Speaking/Writing/Reading in English is required.

4. Knowledge: Proficiency with Microsoft Office (excel and outlook) data entry, scheduling, basic understanding of building trades and maintenance.
5. Skills and Abilities: Strong interpersonal skills, customer service skills, organizational skills, and communication abilities.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member ([DS-174](#)); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g., essays, certificates, awards).
3. Candidates who claim US Veterans preference must provide a copy of their **Form DD-214** with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
4. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the [DS-174](#).

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. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

SUBMIT APPLICATION TO

HRODoha@state.gov

POINT OF CONTACT

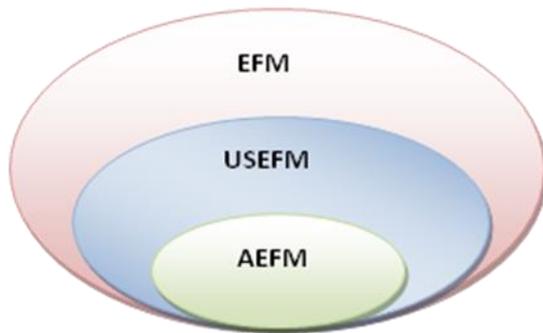
Telephone: (+974) 4-488-4101 Ext. 6737 or 6712

EQUAL EMPLOYMENT OPPORTUNITY:

The US Mission in Doha 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 Department of State also strives to achieve equal employment opportunity in all personnel 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 personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS



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

1. **Eligible Family Member (EFM):** An EFM for employment purposes is defined an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

2. **US Citizen Eligible Family Member (USEFM):** A USEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of

assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**

- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

3. **Appointment Eligible Family Member (AEFM)**: An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

4. **Member of Household (MOH)**: A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

5. **Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

6. **Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

POSITION DESCRIPTION LISTING ALL DUTIES AND RESPONSIBILITIES

POSITION TITLE: Work Control Clerk	POSITION GRADE: FSN 06/FP 08
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MAJOR DUTIES AND RESPONSIBILITIES

1. Act as the primary point of contact and customer service representative for all maintenance requests from embassy employees and family members. Answer inquiries about work order status and direct customers to the appropriate channel for non-maintenance needs. Communicate with FAC staff, customers, other embassy sections, contractors, and landlords to coordinate and track work requests and work schedules for all government owned and/or leased properties. Follow up on work requests to verify that the work has been completed to the satisfaction of the customer (30%)
2. Using the Global Maintenance Management System (GMMS) generate and approve unscheduled work orders as directed by the Facility Manager (FM), print work orders and distribute to the appropriate fulfiller, record man-hours and materials for work orders, close and archive work orders for future reference. Generate reports within GMMS and export data to Microsoft Excel to create charts and graphs. (20%)
3. Using GMMS manage Post's equipment database and PM cycles. Generate, print, and distribute PM work orders and checklists. Record man-hours and materials for PM work orders and close and archive for future reference. Generate reports within GMMS and export data to Microsoft Excel to create charts and graphs. (20%)
4. Perform administrative and clerical duties including scheduling, filing, ordering, access requests, and arranging travel. Maintain stock of office supplies for FAC. Maintain FAC key inventory and issue keys as required. Act as back-up timekeeper and back-up sub-cashier for FAC. (25%)
5. Perform other duties as assigned including escorting. (5%)