MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: VN – **Community Liaison Office Coordinator (CLO)**			
Office: **HR**	No. **15 - 060**	Date: **03/26/15**	Reference: N/A

OPEN TO: **U.S. Citizen Eligible Family Members (USEFMs) – All agencies**

POSITION: **Community Liaison Office Coordinator (CLO)**
Full-performance level: FP - 6
Developmental level*: FP - 7 (*See additional criteria item 5)

OPENING DATE: March 26, 2015

CLOSING DATE: **Open until filled. First review April 14, 2015**

WORK HOURS: Full-time 40 hours

SALARY: **Not-Ordinarily Resident:** (FP grade is confirmed by Washington)
Full-Performance: FP-6: US$45,487 p.a. (starting salary)
Developmental level: FP-7: US$40,665 p.a. (starting salary)
(one year based on qualifications)
(Only U.S. EFMs can qualify. See under definitions below)

Note 1: All positions advertised are subject to availability of funds.

IMPORTANT REMARKS:

1. Human Resources will only contact those applicants who demonstrate on their application form that they meet or exceed all the position requirements (education, experience, language, knowledge and skills). Regret letters will only be sent to short listed candidates and AEFMs.

2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.

The U.S. Embassy in Quito is seeking an individual for the position of **Community Liaison Office Coordinator (CLO) in** the **Management** Section.

BASIC FUNCTION OF POSITION

The Community Liaison Office Coordinator (CLO) develops and manages a comprehensive post program to maintain high morale. Morale is directly affected by quality of life issues related to the FS lifestyle and post-specific conditions such as lack of infrastructure, host country mores and laws, sanitation and health issues, hardship, danger, and isolation. The CLO identifies the

needs of the post community and responds in a variety of ways. Serving as the community advocate for employees and family members, the CLO advises post management on quality of life issues, recommends solutions, and advocates effectively for employee/family friendly post policies.

A copy of the complete position description listing all duties and responsibilities can be found at http://ecuador.usembassy.gov/news/job-opportunities.html.

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. If you submitted previous applications, you will still need to provide documentation for this position.

a. Education: High school diploma is required

b. Experience:
Developmental level: Minimum of one year in an area involving problem solving for a diverse, complex customer or client population, including advocacy on behalf of others, effectively working with officials at all levels of an organization; as well as interpreting, adapting and applying regulatory or procedural materials.
Full performance level: At least three years in the same areas as the developmental level.

c. Language Proficiency: Level 2+ (Limited knowledge) written/spoken Spanish / Level 4 (Fluent) written/spoken English are required (will be tested).

d. Knowledge, abilities and skills: Must have excellent listening and written communication skills.

e. Good computer ability and knowledge is required (Standard Word, Excel, and Powerpoint - these abilities will be tested by HR).

f. Knowledge of desktop publishing is required for the job holder that will be directly responsible for the production of the newsletter.

SELECTION PROCESS

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. All applicants must be residing in Ecuador at the time of application per post policy. The only exceptions are U.S. Citizens EFMs who have been given orders and a date to arrive at post. A copy of the orders must be included in the application package.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply
4. Current employees serving a probationary period are not eligible to apply.
5. Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
6. The candidate must be able to obtain and hold a **top secret security clearance**.
7. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
8. The developmental level will be based on the qualifications and experience of the applicant; minimum time of developmental level 52 weeks on the job.
9. **The successful applicant should be available to enter on duty within 30 days of being notified that s/he has been selected and cleared for employment**.
10. All, including preference candidates, must meet all the requirements of the position at the time of the application to be considered, that includes language test results and documentation requested.
11. Employment eligibility criteria for this position were established by the hiring supervisor.
12. Tests to assess a candidate's skill may be given to applicants for any position. Test results will become a part of the candidate's application package. If the applicant is not available for a test during the established timeframe or if the applicant does not pass the test, then the applicant will not be interviewed.
13. The Embassy will review work references or ask applicant for support documentation of any of the information submitted on applications.

TO APPLY

Interested applicants 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 resume or curriculum vitae that provides the <u>same information</u> 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. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Ecuadorian Work and/or Residency permit required with application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

1) Per email (preferred method)
   E-mail: hroquito@state.gov
2) Per hand delivery (please note this method often results in applications not getting any form of response on the recruitment process)
   American Embassy
   Avigiras E12-170 y Av. Eloy Alfaro
   Attention: Human Resources

CLOSING DATE FOR THIS POSITION: Open until filled. First review April 14, 2015

The US Mission in Ecuador 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.

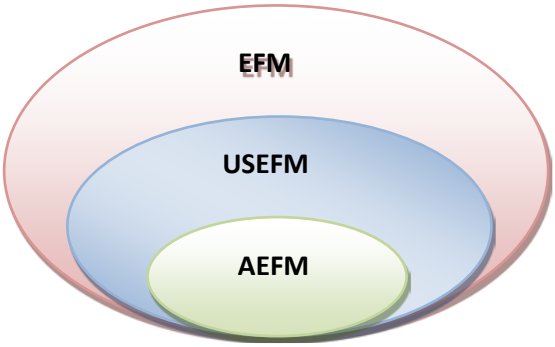
The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices,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

HRO-SFarrar

MO-CBergaust

FMO-MLTorres

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. **Eligible Family Member (EFM):** An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

    1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and

- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

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

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, and Cell phone numbers
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

U. S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post	2. Agency	3a. Position Number
QUITO-ECUADOR	**DEPARTMENT OF STATE**	**97-009001**

3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☐ No

4. Reason for Submission

☐ a. Redescription of duties: this position replaces

(Position Number) _____ , (Title) _____ (Series) _____ (Grade) _____

☐ b. New Position _____

☐ c. Other (explain _____ _____

5. Classification Action	**Position Title and Series Code**	**Grade**	**Initials**	**Date (mm-dd-yyyy)**
a. Post Classification Authority	**COMMUNITY LIAISON OFFICE COORDINATOR (CLO)**	FP-06		11/28/02
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee **VACANT**
8. Office / Section **US EMBASSY MANAGEMENT**	
b. Second	

9. This is a complete and accurate description of the duties and responsibilities of my position

Vacant

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 Section 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)

13. Basic Function of Position

Reference Position Description Type A

Introduction

The Community Liaison Office Coordinator (CLO) develops and manages a comprehensive post program to maintain high morale. Morale is directly affected by quality of life issues related to the FS lifestyle and post-specific conditions such as lack of infrastructure, host country mores and laws, sanitation and health issues, hardship, danger, and isolation. The CLO identifies the needs of the post community and responds in a variety of ways. Serving as the community advocate for employees and family members, the CLO advises post management on quality of life issues, recommends solutions, and advocates effectively for employee/family friendly post policies.

CLO is a mandatory ICASS package and as such, serves all participating USG agencies at post, including all direct-hire employees and family members. The latter includes members of household (MOHs) who accompany personnel to post but are not included on official orders. The CLO program regularly includes the expanded Mission community to incorporate TDYers, contractors, and LE Staff.

Scope of Program
The CLO is responsible for developing and managing a program based on community demographics and post-specific needs which has a direct impact on post morale and affects overall work performance, productivity, retention, community spirit, and individual and family well-being in a foreign environment. The CLO develops evaluation criteria and conducts periodic surveys to assess program efficacy. Based on analysis of formal and informal surveys, the CLO develops and implements a long-range program plan that outlines goals to maintain and enhance morale at post.

Complexity of issues
On a daily basis, the CLO provides support and guidance to client(s) on quality of life issues under the broad portfolio of CLO responsibility. A quasi-therapist, the CLO deals with complex and emotionally-charged issues that require sound judgment and thoughtful responses.

14. Major Duties and Responsibilities
The duties of the CLO are defined in eight areas of responsibility: employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the eight areas, which is client-driven and responsive to post-specific needs.

Employment Liaison:
Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
Advertise employment opportunities within the Mission and on the local economy.
Serve on the Post Employment Committee (PEC) and advocate for family member preference and a formalized post hiring policy.
Encourage and facilitate alternative employment options such as telecommute and home-based businesses by distributing virtual employment opportunities and facilitating workshops on virtual business opportunities.
Organize and facilitate career planning workshops and employment seminars for family members.
Inform family members on EFM employment programs and employment resources managed by the DOS.
Encourage and assist family members to apply for functional training.
Assist with the post Summer Hire Program.
Coordinate and maintain post's Family Member Employment Report (FAMER).

Crisis Management and Security Liaison:
Relay critical security information between post management and the community.
Represent the interests and concerns of community members when security or crisis situations arise.
Serve on the Emergency Action Committee with primary responsibility for rumor control.
Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
Provide and explain evacuation regulations and allowances to community members.
Provide departure and safe haven info to FLO during an evacuation.
Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
Crisis aftermath - work with post management to rebuild the community.

Education Liaison:
Establish and maintain liaison with schools used by post families.

Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
Facilitate programs that support students and youth at post.
Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management:
Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
Pursue and develop resources within and outside the Mission to best serve constituent needs.
Develop and consolidate written resource materials under welcome / orientation / reentry, as well as other areas of CLO responsibility.
Develop client database lists, the CLO intranet page, and Facebook account.
Market the CLO program to the community and post management to garner support for programs.
Submit the semi-annual activity report to FLO.
Submit updated post information to the Overseas Briefing Center (OBC).

Guidance and Referral:
Provide confidential support to individuals and groups within the community (divorce, spouse/child abuse, adoption, death, mental health concerns).
Utilize available resources to address concerns and meet needs and recommend referrals as appropriate.
Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies

Welcoming and Orientation:
Provide pre and post arrival information and resources to ensure successful transitions.
Organize and maintain an effective sponsorship program.
Organize post welcome activities.
Coordinate the official post orientation program.
Coordinate reentry workshop for departing employees and family members.

Community Liaison:
Establish and maintain an effective working relationship with all agencies and sections of the Mission.
Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
Serve as community representative on Mission committees (IAHB, EAC, PEC and Commissary Association).
Attend country team and regularly scheduled briefings with Management Counselor and the Ambassador or Deputy Chief of Mission (DCM).
Develop an effective working relationship with CLOs from other English-speaking Missions.

Events Planning:
Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories: U. S. traditions, host country culture, and social, educational, and recreational activities.
Encourage volunteerism through community outreach.
Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.
Because of the nature of such events, the incumbent will need to work some nights and weekends.

Program funding responsibilities:
Federal law prohibits the use of appropriated funds to support the CLO program. The CLO Coordinator works with other organizations at post to defray the cost of programs that are not self-supporting, or to obtain advance funding for activities. CLOs with supportive and viable employee associations at post submit an annual or semi-annual budget proposal request for financial support. The CLO may also organize in-house fundraising activities in support of programs.

15. Qualifications Required For Effective Performance

A. Education: High School Diploma is required.

B. Prior Work Experience: At least three years in an area involving problem solving for a diverse, complex customer or client population, including advocacy on behalf of others, effectively working with officials at all levels of an organization; as well as interpreting, adapting and applying regulatory or procedural materials. Candidates must have been at Post for a minimum of 6 months in order to have some familiarity with Quito and have at least one year of tour in Ecuador remaining.

C. Post Entry Training: Knowledge of internal operating procedures of U.S. Embassies.

D. Language: post-specific requirements of CLO program determine appropriate language ability for performance of duties. Level II (Limited knowledge) written/spoken Spanish / Level IV (Fluent) written/spoken English.

E. Knowledge: The complexity of issues in the daily administration of the program requires knowledge of pertinent DOS regulations, programs, and policies, as well as host country laws, practices, and mores.

F. Abilities and Skills:
Excellent interpersonal and customer-service skills a must: *(Ability to present a friendly, helpful, patient and caring impression to customers; ability to communicate USG and Ecuadorian regulations to a variety of customers with different backgrounds and ranks; ability to be firm yet tactful and diplomatic when explaining policy or resource limitations.)* conflict management skills required: *(ability to deal with upset or difficult clients while keeping composure; ability to assure upset/angry clients that their concerns will be addressed while not promising actions/results that are inconsistent with Mission practices; ability to employ problem-solving approach to difficult issues rather than assigning blames or responding with a flat "no"; ability to maintain objectivity in difficult situations)* Excellent organizational, communication, and computer skills also required. Very good knowledge of *Microsoft Office suite, particularly Publisher, internet ,and social media sites)* is required.
Must be able to obtain a Top Secret Clearance.

16. Position elements
A. Supervision Received: The CLO reports directly to the Management Counselor. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and timelines for completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

For performance evaluation purposes, the rating officer is the Management Counselor and the reviewing officer is the DCM.

B. Available Guidelines: Family Liaison Office (FLO), Training Course provided by FLO, "CLO 101" handbook.

C. Judgment Exercised: The CLO functions independently when responding to client or collective issues. Frontline response to sensitive and complex issues requires immediate assessment of the gravity of the situation and a timely response to the client(s) as to the appropriate initial action. This necessitates mature and measured judgment on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with

individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder.

D. Authority to Make Commitments: None

E. Nature, Level and Purpose of Contacts: Extensive such as local vendors, schools, hotels and other organizations.

F. Supervision Exercised: The CLO currently supervises two assistant CLOs. The CLO is responsible for defining work requirements statements and writing annual performance evaluations for these individuals.

G. Time Required to Perform Full Range of Duties: One year.