

MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: **VA – DPO MAIL CLERK**

Office: HR

No. **15 - 120**

Date: **07/10/15**

Reference: N/A

OPEN TO: **In-house LE Staff employees only** (which includes US Citizen EFMs, non-US Citizen EFMs, and officially declared MOHs, whether or not currently employed at the Mission)

POSITION: **DPO MAIL CLERK**
Full-performance level: FSN-5/ FP-9

OPENING DATE: July 10, 2015

CLOSING DATE: **July 24, 2015** (COB)

WORK HOURS: Full-time 40 hours

SALARY: **Not-Ordinarily Resident:** (FP grade is confirmed by Washington)
Full-Performance: FP-9: US\$32,498 p.a. (starting salary)
(Only U.S. EFMs can qualify. See under definitions below)

Ordinarily Resident annual rate:
Full-Performance: FSN-5: US\$17,710 p.a. (starting salary)

Note 1: All ordinarily resident applicants must have the required work and/or residency permits to be eligible for consideration. See definitions for Ordinarily Resident and Not-Ordinarily Resident

Note 2: All positions advertised are subject to availability of funds.

Note 3: U.S. Citizens including U.S. Veterans who are not AEFMs (see definitions section) if hired will be paid under the Local Compensation Plan.

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 **DPO MAIL CLERK in IRM QUITO**.

BASIC FUNCTION OF POSITION

As a Mail Clerk serving in the Diplomatic Post Office and Diplomatic Pouch and Mail in American Embassy Quito, incumbent will receive, sort, process, distribute, and deliver U.S. Mail, Inter-Agency Mail, and Intra Area Mail. Incumbent will ensure that all mail-related services are provided to authorize users in a professional manner. Incumbent is also responsible for the day-to-day unclassified pouch handling with Department of State locations in the U.S., the American Consulate in Guayaquil, and with other Embassies around the world. Incumbent receives, opens, inventories, and distributes incoming unclassified pouch materials.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office intranet website or the Embassy internet <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:** Completion of high school or host country equivalent is required. (*Please attach high school diploma copy to be considered*).
- b. Experience:** One year of clerical and customer service experience is required.
- c. Language Proficiency:** English Level II (limited knowledge) and Spanish level III (good working knowledge) are required (*will be tested*).
- d. Knowledge:** Good knowledge of Microsoft Office computer programs is required (*Basic Word, Excel and Outlook will be tested in house at the AmEmbassy UIO*).
- e. Abilities and Skills:** Ability to draft correspondence. Must be in good health and physically able to move parcel mail and mail sacks up to 70lbs. Must have good customer service skills and be available to work throughout DPO peak season.

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. 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.
7. 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.
8. 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.
9. Employment eligibility criteria for this position were established by the hiring supervisor.
10. 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.
11. 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 as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae 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. 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. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

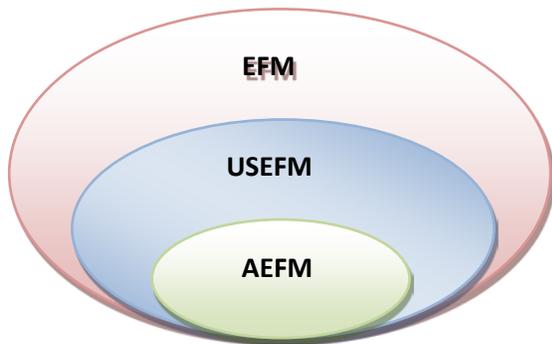
- 1) Per email (preferred method)
E-mail: hroquito@state.gov
- 2) Per hand delivery (please note this method often results in applications not getting any form of response on the recruitment process)
American Embassy
Avigiras E12-170 y Av. Eloy Alfaro
Attention: Human Resources

CLOSING DATE FOR THIS POSITION: JULY 24, 2015 (COB)

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.

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

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post <p style="text-align: center;">QUITO</p>	2. Agency <p style="text-align: center;">IRM</p>	3a. Position Number <p style="text-align: center;">A55-234</p>
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3b. Subject to Identical Positions? 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)

VACANT

5. Classification Action	Position Title and Series Code	Grade	Initials	Date <small>(mm-dd-yyyy)</small>
a. Post Classification Authority	DPO MAIL CLERK, 0130	FSN-5		03-23-2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">DPO MAIL CLERK</p>	7. Name of Employee <p style="text-align: center;">VACANT</p>
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8. Office/Section <p style="text-align: center;">IRM</p>	a. First Subdivision <p style="text-align: center;">DPO</p>
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. <p style="text-align: center;">VACANT</p>	10. This is a complete and accurate description of the duties and responsibilities of this position.
Printed Name of Employee _____ Date (mm-dd-yyyy) _____	Printed Name of Supervisor _____ Date (mm-dd-yyyy) _____

Employee Signature	Supervisor Signature
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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.	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 Chief or Agency Head _____ Date (mm-dd-yyyy) _____	Printed Name of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) _____

Chief or Agency Head Signature	Admin or HR Officer Signature
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13. Basic Function Of Position
 As a Mail Clerk serving in the Diplomatic Post Office and Diplomatic Pouch and Mail in American Embassy Quito, incumbent will receive, sort, process, distribute, and deliver U.S. Mail, Inter-Agency Mail, and Intra Area Mail. Incumbent will ensure that all mail-related services are provided to authorize users in a professional manner. Incumbent is also responsible for the day-to-day unclassified pouch handling with Department of State locations in the U.S., the American Consulate in Guayaquil, and with other Embassies around the world. Incumbent receives, opens, inventories, and distributes incoming unclassified pouch materials.

14. Major Duties and Responsibilities 100 % of Time

10% of Time
 The incumbent packs, seals, and weighs mail (letter, boxes and pouch mail). The incumbent also prepares and prints AV-7 for outgoing and incoming mail and prepares the IBM tracking report on a daily basis.

20% of Time
 The incumbent supervises and provides custody of mail while being transported to and from the airport (UPS, AA, EMSA). The incumbent drops mail at UPS, signs for receipts and deals with Interpol personnel. The incumbent completes all required paperwork from local companies and local Government to expedite the release of Diplomatic mail from Customs. As a follow-on process (See Addendum 1)

(Continue on blank sheet)

15. Qualifications Required For Effective Performance

- a. Education
Completion of secondary school is required.
- b. Prior Work Experience
One year of clerical and customer service experience is required.
- c. Post Entry Training
One month of on-the-job training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).
English Level II (limited knowledge) and Spanish level III (good working knowledge) are required.
- e. Job Knowledge
Good working knowledge of computer programs (Microsoft Office suite) and internet are required.
- f. Skills and Abilities
Ability to draft correspondence. Must be in good health and physically able to move parcel mail and mail sacks up to 70lbs.
Must have good customer service skills and be available to work throughout DPO peak season.

16. Position Element

- a. Supervision Received
Direct supervision from the Information Management Specialist (IMS Quito), under the direction of th Info. Programs Officer (IPO, Quito).
- b. Supervision Exercised
None
- c. Available Guidelines
DOS FAM's, DoD Operating Manuals and US Postal Manuals written in English.
- d. Exercise of Judgment
Incumbent will solve problems and make decisions regarding the functioning of the DPO and the transportation and storage of mail when the supervisor is not available. Incumbent will be a temporary money holder for tips and small airport fees.
- e. Authority to Make Commitments
None
- f. Nature, Level, and Purpose of Contacts
Interfaces with managers and staff of private air carriers, government organizations and the Ecuadorian military to ensure proper procedures are followed regarding the special regulations of military mail.
- g. Time Expected to Reach Full Performance Level
Three months.

Addendum 1

incumbent must go to ADUANA and verify that all documentation is in order and matches incoming mail cargo. The incumbent must ensure that all DPO/DPM pouches maintain integrity from origin to destination. All discrepancies must be documented and reported to proper authorities.

The incumbent interfaces daily with supervisors and staff from private air carriers, government organizations and Ecuadorian military personnel at the airport. The incumbent has to keep the paperwork and computer files organized well enough that other DPO staff members can find information.

Prepare materials, receipts, invoices and pouches for outgoing unclassified pouches and Diplomatic Post Office. Maintain registered logs for both State and local pouch and mail items

20% of Time

The incumbent drives the DPO truck to and from the airport, following all post regulations regarding motor vehicle operations.

40% of Time

The incumbent sorts and distributes mail, accepts parcels for delivery, verifies postage charges, and maintains records for certified and insured deliveries. The incumbent runs constituent post's (Guayaquil's) outbound reports and verifies that all the procedures for delivering the mail to the airline are accurate. The incumbent maintains the integrity of the DPO/DPM by only allowing authorized users to utilize the DPO/DPM mail facility in accordance with established policies and regulations. This is done by maintaining an accurate list of all authorized users of the mail facility and absolute control of all incoming and outgoing mail and pouches while in custody. The incumbent also provides guidance and mail service to customers, including assistance with the USPS website. Incumbent shall receive, open, inventory, and distribute incoming unclassified pouch materials. Prepare materials, receipts, invoices and pouches for outgoing unclassified pouches. Maintain registered logs for both State and local pouches and mail items. Incumbent is responsible for the distribution of newspapers using the internal mail boxes assigned to each section. Mail prescreening, and the processing of incoming local mail, FedEx and DHL mail is also the incumbent's responsibility.

The incumbent must be able to resolve issues that may arise at the airport dealing with customs, storage, transportation, etc., when not accompanied by the supervisor. In conjunction with the DPO/DPM Mail Supervisor, Regional Security Officer and the IPO officer, the incumbent ascertains to the extent possible that illegal items or substances (i.e. explosive, prohibited narcotics, or other toxic or dangerous material) are not transported (received or shipped) from any source. The incumbent performs other duties related with postal activities as required. Pick up and deliver local mail to post office. Maintain relations with Ecuadorian postal officials to ensure continued and timely receipt and dispatch of local mail. Stay current with all Ecuadorian postal regulations to assist in decision making on any Embassy postal project.

10% of Time

The incumbent must follow procedures on USPS claim records such as the violation reports and keep records of all claims. The incumbent must have an accurate inventory of the DOD-required forms and documents.

The incumbent must maintain an updated list of users no longer authorized to use post's DPO and readdress their mail. The incumbent must also return and follow procedures for misrouted mail, unknown packages and magazines, maintain a neat and organized workspace, and dispose of material requiring destruction.

Meet incoming diplomatic courier and assist in securing classified pouch material in Embassy vehicles. Assist courier in any manner necessary for prompt exit from airport with classified materials. Handle hotel reservations, pickup schedules, and block space on aircraft for outbound pouch. Handle ticketing, payment of excess baggage charges, and any other needs of the courier to assure smooth transit of airport facilities.

Keep current with airport contacts, such as customs, police, airline companies and airport authorities. Incumbent is also responsible for other IRM duties as assigned.

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."