MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: **VA – TELEPHONE OPERATOR / SECURITY ESCORT (Top Secret Security Clearance)**			
Office: **HR**	No. **16 - 081**	Date: **06/02/2016**	Reference: **N/A**

OPEN TO: **U.S. Citizen Eligible Family Members (USEFMs) - All Agencies**
The "Open To" category listed above refers to candidates who are eligible to apply for this position. The "Open To" category should not be confused with a "hiring preference" which is explained later in this vacancy announcement.

POSITION: **TELEPHONE OPERATOR / SECURITY ESCORT (Top Secret Security Level)**
Full-performance level: FP-AA

OPENING DATE: **June 2, 2016**

CLOSING DATE: **June 16, 2016**

WORK HOURS: **Full time**

SALARY: **Not-Ordinarily Resident (NOR) - Full Performance level - FP-AA***
Final grade/step for NORs will be determined by Washington.

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

IMPORTANT REMARKS:

1. Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

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. Mission in *Quito, Ecuador* is seeking eligible and qualified applicants for the position of *TELEPHONE OPERATOR/SECURITY ESCORT in the IRM SECTION.*

BASIC FUNCTION OF POSITION:

Incumbent provides receptionist and telephone operator services to all agencies within the Embassy and annex locations. Receives and routes incoming calls to the requested or appropriate individual or office. Serves as translator/intermediary for Embassy personnel requiring assistance or service from the telephony companies or local vendors. Provides translation to non-English

speaking callers. Incumbent provides support with services rendered by the Telecommunications Field Engineer (TFE). Incumbent reports to the TFE and performs clerical and administrative functions (updating phone directory, telephone bill reports, etc.). Must be eligible for a **Top Secret security clearance to be able to work**.

QUALIFICATIONS REQUIRED:

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

a. **Education:** Secondary school completion is required.

b. **Experience:** 1 year of experience in customer service plus 1 year of experience in technical support, software, or mobile device support are required.

c. **Language Proficiency:** Level III (Good working knowledge) English and Spanish, listening oral/written is required.

d. **Abilities and Skills:** Considerable tact, skill and diplomacy are required in dealing with the public.

e. Must have computers skills as an end user (Outlook, word, excel, internet). Facility finding internet-based information a necessity.

Please note that any or all of the above required qualifications may be tested.

FOR FURTHER INFORMATION:

The complete position description listing all of the duties and responsibilities may be obtained on our website at http://ecuador.usembassy.gov/news/job-opportunities.html and/or by contacting the Human Resources Office by email to hroquito@state.gov.

HIRING PREFERENCE SELECTION PROCESS:

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

AEFM / USEFM who is a preference-eligible U.S. Veteran*
AEFM / USEFM
FS on LWOP**

*** IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

**** This level of preference applies to all Foreign Service employees on LWOP.**

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts 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 (EPR) 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.

4. The candidate must be able to obtain and hold the following: **Top Secret security certification.**

5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY:

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, work and/or residency permits, etc.).

SUBMIT APPLICATION TO:

1) Per email ***(preferred method)***
   E-mail: hroquito@state.gov

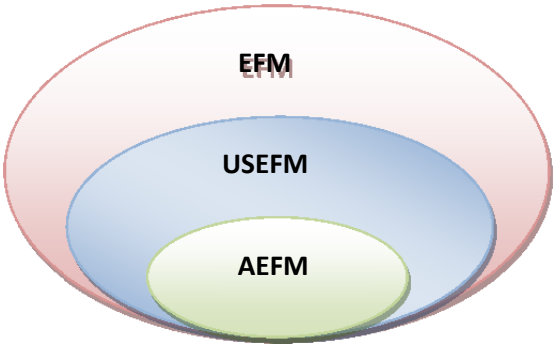
2) Per hand delivery ***(please note this method often results in applications not getting any form of response on the recruitment process)***

American Embassy
Avigiras E12-170 y Av. Eloy Alfaro
Attention: Human Resources

EQUAL EMPLOYMENT OPPORTUNITY:

The U.S. Mission 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
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).

Eligible Family Member (EFM): An EFM for employment purposes is 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; **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.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes 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.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes 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.

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either 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. A MOH is an individual who meets the following criteria:

(1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
(2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
(3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

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.

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.

WAE (When Actually Employed):

- A temporary appointment that is on an "as needed basis. Individuals on this appointment are not entitled to sick or annual leave or any of the other benefits conferred to Family Member Appointments.

- Administrative clerks / Security Escorts, mailroom.

- The hours to perform a work request are projected and approved with funds obligated in advance.

- Maximum number of hours should not exceed 160/month - 80 hours per pay period- 8 hours a day.

- WAE employees are on a roster and HR will contact employees in turn.

- If an employee turns down a work request more than two times in a row made at least 48 hours in advance for work during he normal duty hours, the Embassy reserves the right to terminate the employee's WAE status and seek a replacement.

Signing Instructions

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	DoS, IRM	311801 97-456652

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

[ ] Yes [X] No If yes, please provide position number:

4. Reason For Submission

[ ] a. Redescription of duties: This position replaces

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

[ ] b. New Position _____

[X] c. Other *(explain)* update

5. Classification Action	Position Title and Series Code	Grade	Initials	Date *(mm-dd-yyyy)*
a. Post Classification Authority WHA/EX/FRC	TELEPHONE OPERATOR/SECURITY ESCORT	FP-AA		11-20-2013
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position *(If different from official title)*	7. Name of Employee
8. Office/Section US EMBASSY	a. First Subdivision
b. Second Subdivision	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position. Printed Name of Employee / Date *(mm-dd-yyyy)*	10. This is a complete and accurate description of the duties and responsibilities of this position. JOSE NARANJO, Telecomm. Specialist / 05/16/2015 Printed Name of Supervisor / Date *(mm-dd-yyyy)*
Employee Signature	Supervisor Signature
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. LESTER BRAYSHAW, IMO / 05/16/2016 Printed Name of 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. William O. Nix, RHRO / 6.1.16 Printed Name of Admin or Human Resources Officer / Date *(mm-dd-yyyy)*
Chief or Agency Head Signature	Admin or HR Officer Signature

13. Basic Function Of Position

Incumbent provides receptionist and telephone operator services to all agencies within the Embassy and annex locations. Receives and routes incoming calls to the requested or appropriate individual or office. Serves as translator/intermediary for Embassy personnel requiring assistance or service from the telephony companies or local vendors. Provides translation to non-English speaking callers. Incumbent provides support with services rendered by the Telecommunications Field Engineer (TFE). Incumbent reports to the TFE and performs clerical and administrative functions (updating phone directory, telephone bill reports, etc.).

14. Major Duties and Responsibilities 100 % of Time

50% of Time

The Incumbent must have a Top Secret clearance to escort and enter controlled areas.

Responsible for assisting U.S. citizens' (internal and external) and Ecuadorian citizens' and government officials' calls by ensuring they are directed to the requested or appropriate individual or office. As the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive and/or abusive. The operators are also required to handle emergency situations that could arise due their responsibility of being the primary point of contact for all callers. Some examples of emergency calls could be American citizens calling, because they were robbed, a mission employee's family member could be calling for a personal emergency, or even a phoned in bomb threat. Also serves as the primary

(See Addendum 1)

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15. Qualifications Required For Effective Performance

a. Education

Secondary school completion is required.

b. Prior Work Experience

1 year of experience in customer service plus 1 year of experience in technical support, software, or mobile device support are required.

c. Post Entry Training

On the Job training as required.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level *(II, III)* and specialization *(sp/read)*.

Level III (Good working knowledge) English and Spanish, listening oral/written is required.

e. Job Knowledge

Understanding of Windows Operating Systems, remote support applications, WIFI networks, multiple devices, and basic knowledge of network connectivity.

f. Skills and Abilities

Considerable tact, skill and diplomacy are required in dealing with the public. Must have computers skills as an end user (Outlook, word, excel, internet). Facility finding internet-based information a necessity. Poses interpersonal, customer service, technical skills for Telephone switch, handheld radios, BlackBerry cell phones, and ability to work with the public.

16. Position Element

a. Supervision Received

Direct supervision received from the Telecommunications Specialist.

b. Supervision Exercised

None.

c. Available Guidelines

Mission telephone directory and organizational chart. Telephone Unit's and Operator Console Operational Manuals. FAM & FAH, U.S. Mission Ecuador Consular website.

d. Exercise of Judgment

Must exercise responsible judgment and consoling manner when handling all callers, external and internal. As the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive a/o abusive. When dealing with customer services, must be able to make thorough and conscientious decisions when taking action on pertinent requests.

e. Authority to Make Commitments

None.

f. Nature, Level, and Purpose of Contacts

Internal points of contacts for Mission sections and agencies for directing visitors. As directed by the supervisor, maintain contacts with Embassy Internet Service Providers and telephone Companies customer service sections. Purpose is to facilitate interaction between all concerned parties to resolve any issues that may arise. to assist the Mission with telephone maintenances, installations and billing problems.

g. Time Expected to Reach Full Performance Level

6 Months.

Addendum 1

alternate/backup switchboard operator for absence/vacation, breaks, and lunch of associate operator/receptionist. Assists U.S. citizens or callers with calls on general consular issues or directs them to appropriate consular personnel for assistance. This requires the employee to identify frequently asked questions on a broad array of consular issues, such as visa and U.S. citizen concerns, and then to work closely with the consular section staff to create a fact sheet to address these questions. Consular information is a very sensitive issue with the public and an important concern for the Mission and cannot be handled irresponsibly.

Serves as Translator and Intermediary Calls - 5% of Time
Aids Embassy personnel requiring assistance or service from the Telephony Companies or local vendors. Provides translation to non-English speaking callers when attempting to contact non-Spanish speaking Mission personnel.

HelpDesk Duties - 40% of Time
Help Desk Receptionist The incumbent acts as a Helpdesk Coordinator, performing duties as required to provide support to the network administrators, telecommunications Specialist and customers, monitoring completion of these tasks. Incumbent receives and screens all calls from approximately 286 customers, both CAA and non-CAA agencies regarding network , radios, phones , blackberries and GO tokens issues reported via IT E-services requests.
Assist the TFE to attend tickets that requires very basic support level. (Tier1) under the technical guidance of the TFE. This includes basic troubleshooting for radios (radio checks, battery checks, replacing power adapters, etc), telephones (change display names, replace sets, tracking cables), and mobile devices. Incumbent will assist TFE in installation of telephone cables (fiber or copper) following instructions of TFE. Incumbent should be able to use basic hand tools and test equipment (multi-meters, cable testers, etc) to fix problem related with physical media (cables).

Administrative and Customer Service Functions
Must make thorough and conscientious decisions when conducting customer services. There is a wide range of customer services (outside of telephone call assistance) that the operators are responsible for and are their administrative responsibility.

Additional Administrative and Customer Service Functions.
Serve as primary alternate/backup and assist unclassified pouch and mail section in delivery of interoffice.

Other duties assigned by Supervisor.

Controlled Area Escort Duties - 5% of Time
Serve as a technician access for non-cleared IRM personnel to perform duties within Controlled Access Areas (CAA) and Limited Access Areas (LAA).

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.