



# U. S. MISSION

## Vacancy Announcement

13-79

VACANCY ANNOUNCEMENT - DHAHRAN

07/15/2013

<b>OPEN TO</b>	<b>ALL INTERESTED APPLICANTS</b>
<b>POSITION</b>	<b>SWITCHBOARD OPERATOR, FSN-04 POSITION # 100049</b>
<b>OPENING DATE</b>	<b>MONDAY, JULY 15, 2013</b>
<b>CLOSING DATE</b>	<b>MONDAY, JULY 29, 2013</b>
<b>WORK HOURS</b>	<b>FULL-TIME; 40 HOURS/WEEK</b>
<b>SALARY</b>	<b>* ORDINARILY RESIDENT: POSITION GRADE: FSN-04, SR. 43,111 (ANNUAL BASIC SALARY EXCLUDING ELIGIBLE ALLOWANCES).</b>  <b>*NOT ORDINARILY RESIDENT (NOR): POSITION GRADE: FP-AA US\$ 24,518 --SUBJECT TO CHANGE BASED ON THE HIRING MECHANISM --GRADE DETERMINATION WILL BE APPROVED BY WASHINGTON. --U. S. FEDERAL AND STATE TAXES WILL BE DEDUCTED FROM THE SALARY.</b>

**NOTE:**

- **ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED TRANSFERABLE WORK/RESIDENCE PERMIT IN ORDER TO BE ELIGIBLE FOR CONSIDERATION.**
- **EFMS MUST HAVE AT LEAST ONE YEAR REMAINING ON THEIR SPONSORING EMPLOYEE'S TOUR OF DUTY FROM THE EFM'S HIRING DATE.**
- **EFMS: INTERESTED APPLICANTS MUST BE WITHIN 60 DAYS OF SCHEDULED ARRIVAL AT POST FROM THE CLOSING DATE OF THIS VACANCY ANNOUNCEMENT TO RECEIVE CONSIDERATION BECAUSE OF THE URGENT REQUIREMENT TO FILL THIS POSITION.**

The U.S. Mission in Saudi Arabia is seeking an individual for the position of a Switchboard Operator.

## **BASIC FUNCTION OF POSITION**

The Switchboard Operator works under the supervision of the Mailroom/Switchboard Supervisor. Incumbent places and receives telephone calls, using the telephone switchboard console. He/she is Dhahran's sole full-time telephone operator and is responsible for greeting callers professionally and routing calls quickly and accurately to the correct extension. The Switchboard Operator maintains call records for long distance calls placed through the switchboard. The incumbent provides timely and accurate updates to the organizational telephone directories and shared Outlook Contact data to facilitate communication. The Switchboard Operator prepares billing documents to recover residential and long distance charges for landline and cell phone numbers provided to Consulate employees.

## **QUALIFICATIONS REQUIRED**

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

1. **Education**: Secondary education (Twelve years of schooling) is required.
2. **Experience**: One year clerical or switchboard operator experience is required.
3. **Language Requirements**: Level III (Good Working Knowledge) English and Arabic. English language skills will be tested.
4. **Knowledge/Other Criteria**: An understanding of local and international dialing prefixes and codes. The ability to utilize a PBX switchboard console or soft phone to receive and place telephone calls.
5. **Other Skills**: Must be able to type 30 wpm. Typing skills will be tested. The incumbent should have good interpersonal skills (patience, tact, courtesy, etc.) as he/she is the first point of contact for many American and Saudi callers. Should be able to work under stress, as callers may be threatening, angry, upset, or scared. Incumbent should be proficient with Microsoft Office applications, specifically Word and Excel.

## **TO APPLY**

Interested applicants for this position **must** submit the following or the applications will not be considered:

1. Application for U.S. Federal Employment DS-174;
2. A current resume or curriculum vitae;
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. A clear copy of valid Saudi residence/work permit.
5. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

## **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 candidates 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. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of that appointment.
3. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of that appointment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
4. Current LE Staff employees of the Mission applying for vacant position announcements must have served a minimum of twelve (12) months in their current position in order to be considered for any vacant position.
5. 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.

### **SUBMIT APPLICATION TO**

In person: Front Gate, US Consulate General Dhahran

By mail: Human Resources Office, P. O. Box 38955, Dhahran 31952

By e-mail: [DhahranHR@state.gov](mailto:DhahranHR@state.gov) FAX: 03-3302123

### **POINT OF CONTACT**

Human Resources Office

Telephone: 03-3303200 ext 3086

### **DEFINITIONS\***

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

- US Citizen; and,
- EFM (see below) 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.

**2. EFM:** An individual related to a US Government employee in one of the following ways:

- Spouse;
- 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.

**3. 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, and 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 US Citizen.

**4. 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 US Social Security Number (SSN).

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

**5. AEFM (Appointment Eligible Family Member):** A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

- US citizen;
- Spouse or dependent who is at least age 18;
- Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
- Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safe haven abroad, or alternate safe haven abroad; and
- Does not receive a USG annuity or pension based on a career in the US Civil; Foreign, or uniform services.

**6. Ordinarily Resident (OR):** A Foreign National or US 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 US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

The US Mission in Saudi Arabia 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.