



U. S. MISSION

Vacancy Announcement

Riyadh – Jeddah - Dhahran

13-28	VACANCY ANNOUNCEMENT - RIYADH	03/11/13
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OPEN TO	ALL INTERESTED CANDIDATES
POSITION	RECEPTIONIST, FSN-04 POSITION NO: 100123
OPENING DATE	MONDAY, MARCH 11, 2013
CLOSING DATE	MONDAY, MARCH 18, 2013
WORK HOURS	FULL-TIME; 40 HOURS/WEEK
SALARY	* ORDINARILY RESIDENT: POSITION GRADE: FSN-04, SR. 43,111 (ANNUAL BASIC SALARY EXCLUDING ELIGIBLE ALLOWANCES). * NOT ORDINARILY RESIDENT (NOR): POSITION GRADE: FP-AA, US\$ 24, 518 PER YEAR. - GRADE DETERMINATION WILL BE APPROVED BY WASHINGTON. - U. S. FEDERAL AND STATE TAXES WILL BE DEDUCTED FROM THE SALARY.

NOTE

- **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.**
- **EFMS MUST HAVE AT LEAST ONE YEAR REMAINING ON THEIR SPONSORING EMPLOYEE'S TOUR OF DUTY FROM THE EFM'S HIRING DATE.**
- **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.**

The U.S. Embassy in Riyadh is seeking an individual for employment in country for the position of a Receptionist in the Information Management Office.

BASIC FUNCTION OF POSITION

The incumbent is the Receptionist in the US Embassy's Telephone Switchboard Operators section. The direct United States Direct Hire (USDH) supervisor of the position is the Information Programs Officer (IPO).

The Receptionist meets, greets, and assists guests of the US Embassy. Assistance includes contacting the appropriate office when visitors present themselves. The Receptionist also serves as a translator for the Marine Security Guard, to include Arabic identity cards, passports, letters, etc. The incumbent also occasionally receives local Federal Express and DHL mail and packages, and ensures they are delivered to the Army Postal Office (APO) outside the Chancery. Though this mail is X-rayed at the first point of entry to the US Embassy, the Receptionist should scrutinize all mail and warn the Marine Security Guard of any suspicious treats (as identified by the US Postal and Department of State guidance).

The Receptionist assists the telephone switchboard operators and contributes to 24x7 telephone services during normal work days and occasionally from 1700 to 0800 on weekends and holidays, or to assist with low staffing. She or he performs this essential task from either the switchboard console located in the Mail Lobby or the Telephone Switchboard office.

QUALIFICATIONS REQUIRED

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

1. **Education**: Completion of Secondary education is required (12 years of Education).
2. **Experience**: One to two years experience in a service sector involving customer services and/or support, preferably operations of medium-large telephone switchboard operations is required.
3. **Language Requirements**: Level IV (Fluent) English and Arabic required for both verbal and written communication is required. Skills will be tested.
4. **Knowledge/Other Criteria**: Must become knowledgeable in the staffing of the US Embassy in order to expedite the transfer of telephone calls to the correct offices and personnel. Required to determine, based on existing and lost services, the operating status of the US Embassy's PBX, IVG, Vonage, and other telecommunication services. If analysis points to systems failures, the senior telephone operator must call the IPC duty officer immediately, regardless of time of day, and ensure her/his staff is trained to do the same.
5. **Other Skills**: Good customer services skills are essential. Must have at least basic and intermediate telephone switchboard operations skills. Intermediate Microsoft Word and Excel skills are required to maintain telephone directory lists and draft coversheets and other documents.

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. EFMs must have at least one year remaining on their sponsoring employee's tour of duty from the EFM's hiring date.
4. 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.
5. 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.
6. 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.

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 identity/iqama card and work permit.
5. Any other documentation (e.g. copy of essays, certificates, awards, copies of degrees earned) that addresses the qualifications requirements of the position as listed above.

SUBMIT APPLICATION AND ALL DOCUMENTS AS A SINGLE PDF ATTACHMENT

TO: HRORiyadh@state.gov

DEFINITIONS*

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, 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 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.

EEMs 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).

CLOSING DATE: CLOSE OF BUSINESS (1700HRS) MONDAY, MARCH 18, 2013

The U.S. 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.
