

**AMERICAN EMBASSY BELGRADE**  
**Department of State**

Announcing an open position for

**Title: Mail Room Supervisor**  
*Developmental Level*

**PLEASE NOTE: Applicants applying for the *Full Performance Level* of the Mail Room Supervisor position will be considered for the *Developmental Level*. Therefore, applicants need only apply for one of these two vacancy announcements to be considered.**

**OPEN TO:** All Interested Applicants / All Sources

The “Open To” category listed above refers to applicants 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:** **Mail Room Supervisor**

*Developmental Level: The successful candidate will be hired at a developmental level, i.e. position grade below the full performance level, if management decides that the incumbent should be trained to apply his/her knowledge, skills and abilities towards specific procedures, programs and policies related to the position.*

**OPENING DATE:** August 26, 2016

**CLOSING DATE:** September 9, 2016

**WORK HOURS:** Full-time (40 hours per week)

**SALARY:** Ordinarily Resident (OR): FSN - 05  
Not-Ordinarily Resident (NOR): FP - 09\*  
\*Final grade/step for NORs will be determined by Washington.

**LENGTH OF HIRE:** Permanent position.

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**NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

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Under current law, non-Serbian and American citizens, who are not/not Appointment Eligible Family Members, Eligible Family Members or U.S. citizen Members of Household (MOHs) officially recognized by the Ministry of Foreign Affairs, must possess a valid Serbian residence and work permit in compliance with host government laws and regulations prior to application. **Copies of the permits must be sent with the application. The Embassy/Consulate cannot sponsor applicants for either permit, except for U.S. citizen MOHs. Laws regarding residency are subject to change at any time.**

All applicants are instructed to address all of the required qualifications including knowledge, skills and abilities as detailed below with specific examples and comprehensive supporting information. Only applications that address the required qualifications are to be considered. **Applicants whose experience includes other duties and responsibilities than those required for this position, shall provide a detailed breakdown of duties to define how many hours per day they have spent working in each function in accordance to the position description. Applications that do not provide sufficient detail will not be considered.**

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

### **BASIC FUNCTION OF POSITION**

The incumbent serves as supervisor of the embassy's Mail Room, with one employee under his or her direct supervision. The Mail Room has the responsibility for processing all incoming and outgoing mail received and sent through the Diplomatic Pouch and Mail (DPM) and Diplomatic Post Office (DPO) services. The position works closely with airline and customs officials at the airport to ensure the expeditious processing of all mail for the embassy. The position ensures that all mail is accounted for by maintaining all necessary data in the embassy's online mail applications. The position also maintains all required documentation, such as customs forms, airways bills, and pouch invoices. The position manages the delivery and receipt of mail through the Serbian Postal System, preparing all reports and forms required by regulations. The position also manages the processing of all mail sent through courier services such as FedEx and DHL. The position supervises the internal distribution of mail and provides customer service by answering frequent inquiries concerning mail operations. The position ensures the accuracy of the postage and customs information for all outgoing letters and packages. The position is also charged with screening all mail prior to distribution within the embassy to ensure there is no chemical or biological contamination.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

### **QUALIFICATIONS REQUIRED**

**Applicants must address required qualifications criteria listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.**

**Education:** Completion of secondary school.

**Experience:** Minimum two years of general office experience, and/or mail handling experience or other work experience involving the movement and computerized tracking of goods or services for a significant government or corporate organization.

**Language:** S-3/R-3/W-3 (good working knowledge) speaking/reading/writing Serbian is required. S-3/R-/W-3 (good working knowledge) speaking/reading/writing English is required. (*This will be tested*).

**Skills and Abilities:** Must be courteous, tactful, and polite to deal with Americans and Serbian personnel of the Mission; must have a good sense of judgment, the ability to work at a steady pace, and know how to operate various kinds of office equipment; must have a valid driver's license and be able to drive Embassy vehicles, and be able to lift heavy items on regular basis.

**Job Knowledge:** One must demonstrate knowledge that shows the ability to learn rules, regulations and procedures of an institutional environment.

*Note: Candidates will be tested for language during the interview process.*

#### **FOR FURTHER INFORMATION**

The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office (Telephone: 706-4000, ext. 4266 or 706-4266; Fax: 706-4005; E-mail: [belgradehro@state.gov](mailto:belgradehro@state.gov)).

**HIRING PREFERENCE SELECTION PROCESS:** 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:**

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran\*
- (2) AEFM / USEFM
- (3) 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: local security certification.

**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, etc.)

**Note: DO NOT enclose the original documents to your application, as they will not be returned. Application language is English.**

**WHERE TO APPLY:** THE HUMAN RESOURCES OFFICE

**Mailing Address:** AMERICAN EMBASSY BELGRADE  
BULEVAR KNEZA ALEKSANDRA KARADJORDJEVIĆA 92  
11000 BELGRADE

**E-mail Address:** [belgradehro@state.gov](mailto:belgradehro@state.gov)

**POINT OF CONTACT:** Telephone: 706-4000, ext. 4266 or 706-4266

**EQUAL EMPLOYMENT OPPORTUNITY (EEO):** 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)**

**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.

**CLOSING DATE FOR THIS POSITION: September 14, 2016  
ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED.**

*Please note: Short listing and interviews are normally completed within six weeks of the closing date.  
Please assume that your application has been unsuccessful if you have not heard from us within six weeks of the closing date.*