

AMERICAN EMBASSY BELGRADE
Department of State

Announcing an open position for

Title: Telephone Operator

OPEN TO: All interested candidates

POSITION: **Telephone Operator; FSN-04/FP-AA***

OPENING DATE: March 29, 2016

CLOSING DATE: April 12, 2016

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

SALARY: *Not-Ordinarily Resident: See the Human Resources Office for more details. (FP-AA position grade to be confirmed by Washington; Final grade/step for NORs will be determined by Washington).
Ordinarily Resident: (FSN-04).

LENGTH OF HIRE: Temporary fixed-term position NTE 1 year, or until the return of permanent employee

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

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.**

BASIC FUNCTION OF POSITION

The incumbent serves as an Embassy telephone operator with responsibility over incoming/outgoing telephone calls, including local, long-distance, and international telephone calls. He/she assists the Senior Telephone Operator with the management of the mobile devices program. The incumbent informs the senior operator or supervisor of any telephone circuit problems or non-functioning operator equipment. As a switchboard operator, he/she is required to exercise sound judgment with incoming callers who demand to speak to the Chief of Mission (COM) or other embassy officials and pass more difficult calls to the Senior Operator if available.

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

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.

Education: Completion of secondary school is required.

Prior Work Experience: Minimum 2 years of switchboard, customer service, secretarial or general office experience required.

Language: Must have S-3/R-3/W-3 (good working knowledge), speaking/reading/writing in English. Must have S-4/R-4/W-4 (fluent) speaking/ reading/writing in Serbian. (*English will be tested.*)

Skills and Abilities: Must be courteous, polite, and tactful at all times; have pleasant telephone voice and a good sense of judgment; be flexible in handling numerous types of calls and requests for information; be able to work at a steady pace and remain calm when dealing with busy circuits and malfunctioning equipment. Must have keyboard/data entry and IT software skills to make updates to embassy phone lists on SharePoint. Must know how mobile phones operate and how to resolve operational and technical issues.

Job Knowledge: General knowledge of placing local and international calls, general knowledge of telephone and cell phone service providers. General knowledge of using and operating cell phones, smart phones, and Blackberries.

Knowledge of cell phone troubleshooting. Knowledge of MS Office products.

FOR FURTHER INFORMATION

Complete position description listing all duties and responsibilities may be obtained on our website at <http://serbia.usembassy.gov/> and/or by contacting the Human Resources Office.

SELECTION PROCESS

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP.

Note: Candidates will be tested for language and computer skills during the interview process.

HOW TO APPLY:

Applicants must submit the following documents to be considered:

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); and
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
AMERICAN EMBASSY BELGRADE
BULEVAR KNEZA ALEKSANDRA KARADJORDJEVIĆA 92
11000 BELGRADE

POINT OF CONTACT:

Telephone: 706-4000, ext. 4266 or 706-4266
Fax: 706-4005
E-mail: belgradehro@state.gov

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 A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined 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. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **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 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 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): A MOH is an individual who meets **all** of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative, or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

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: April 12, 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.*