

American Embassy Madrid

VACANCY ANNOUNCEMENT

No. 11-11

ADMINISTRATIVE CLERK

June 21, 2011

OPEN TO: All Interested Candidates (as defined below)
POSITION: FP-9 (FP grade to be confirmed by Washington)/FSN-5
OPENING DATE: June 21, 2011
CLOSING DATE: July 5, 2011
WORK HOURS: Part-time (20 hours per week)

IMPORTANT NOTE: ALL APPLICANTS WHO ARE NOT THE FAMILY MEMBERS OF USG EMPLOYEES OFFICIALLY ASSIGNED TO POST AND UNDER CHIEF OF MISSION AUTHORITY MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S Embassy in Madrid is seeking an individual for the position of **ADMINISTRATIVE CLERK** in the **Information Management Office** Section.

BASIC FUNCTION OF POSITION

The Customer Service Representative is the first line (Tier 1) support providing Helpdesk services to Mission Spain for unclassified Open Net Information Technology (IT) activities. Handles initial calls for service from customers; enters all requests for service into eServices for tracking purposes. Track active requests for follow-up with customer to ensure work is completed satisfactorily. Performs basic local area network (LAN) operator functions. Coordinates use of Embassy DVCs. Acts as lead switchboard operator.

QUALIFICATIONS REQUIRED

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

- Education: Completed High school and either two years of technical training or IT certifications.
- Prior Work Experience: One year experience working on IT helpdesk environment or two years experience in customer service.
- Language Proficiency: English and Spanish level 3 (good working knowledge) speaking/reading. This will be tested.
- Other Knowledges and Skills: Working knowledge of the basic suite of Microsoft Office software programs, in particular Word, Excel, Outlook and Power Point. Working knowledge of tasks associated with network administration, e.g. resetting passwords, unlocking accounts. This will be tested.

VERY IMPORTANT NOTE: All candidates must indicate in the presentation letter and/or application DS-174 that they meet the qualifications stated above. Those applications that do not clearly show that all the requirements are met will be discarded.

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 candidate address the required qualifications above in their application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
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 their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following, or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174).
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above)
4. **US Citizens and, where applicable, others residing in Spain must submit, with each application, a photocopy of their work/residency permit.**

SUBMIT APPLICATION TO

Human Resources Office
Serrano, 75
28006 Madrid
Telephone: 91-587 2226
FAX: 91-587 2229
e-mail: Madrid_HR_Applications@state.gov

Due to the volume of responses, individual acknowledgments regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.

DEFINITIONS

1. AEFM: 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 the following criteria:
 - U.S. 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 U.S. Foreign Service post or establishment abroad with a USG agency that is under Chief of Mission (COM) authority;
 - Is resident at the sponsoring employee's or uniformed service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
 - Does not receive a USG annuity or pension based on a career in the U.S. Civil, Foreign, or uniformed services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
 3. Member of Household: An MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniformed service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
 4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted their main residency focus to the host country and has the required work and/or residency permits for employment in country.
 5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizens EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: July 5, 2011

The US Mission in Spain 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 continuous 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.