



JOB VACANCY ANNOUNCEMENT
WORK ORDER CLERK
GRADE – FSN 5

The U.S. Embassy/Banjul is seeking an individual (with the required work and/or residency permit for employment in country) for the position of Work Order Clerk. Under direct supervision of the Maintenance Supervisor, this position processes all requests for maintenance and repair at Embassy offices and residences for Maintenance Supervisor's allocation and scheduling. The position provides logistical assistance to Maintenance Supervisor through management of the WebPASS Work Orders database and customer service reporting including quality assurance and timeliness follow-up.

REQUIRED QUALIFICATIONS:

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

Education: Completion of secondary school is required.

Experience: At least two years experience in customer service field is required with at least one year in a clerical position.

Language: Level III (good working knowledge) English reading, writing and speaking ability is required. Good

Knowledge: Must have good knowledge of computer programs, e.g., Microsoft word, excel, access, Microsoft outlook, Internet, etc. Position requires excellent organizational skills and steadfast attention to detail. Data entry experience is required.

Abilities/Skills: Must be tactful and effective in dealings with customers. Must have ability to prioritize work. Experience with service operations in customer service field required. Must be able to drive and possess clean driving record.

TO APPLY:

Interested candidates should submit the following:

--Application for Employment (DS 174) - available at the Embassy or online:

http://banjul.usembassy.gov/job_opportunities.html

--A current resume

--Documentation (e.g., certificates and awards, copies of degree earned) that addresses the minimum requirements of the position as listed above.

SUBMIT APPLICATION TO:

Human Resources Office

Embassy of The United States of America

Kairaba Avenue

Serrekunda

Email: HROBanjul@state.gov

no later than **April 26, 2012**.

Only short-listed candidates will be contacted for interview.

The American Embassy Banjul is an Equal Opportunity Employer (EEO).