

JOB VACANCY ANNOUNCEMENT AMERICAN EMBASSY – LOME

No.: 01HR-15

January 9, 2015

TO: All employees, all Agencies

SUBJECT: VACANCY ANNOUNCEMENT

OPEN TO: U.S. Citizen Eligible Family Members (USEFMs) – All agencies

POSITION: Community Liaison Officer (CLO), FP-06

OPENING DATE: January 12, 2015

CLOSING DATE: January 26, 2015

WORK HOURS: Part -time: 20 hours/week*

NOTE: ONLY US CITIZEN ELIGIBLE FAMILY MEMBERS (USEFMs) AS DEFINED BELOW OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION AUTHORITY ARE ELIGIBLE FOR CONSIDERATION. A US CITIZEN EFM DOES NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

The U.S. Embassy in Togo is seeking an Eligible Family Member (EFM) for employment in country for the position of **Community Liaison Officer (CLO)** in the Management Section.

To apply, please go to: <http://Togo.usembassy.gov/vacancies.html>

BASIC FUNCTION OF POSITION

Under the supervision of the Management Officer, the Community Liaison Officer (CLO) develops and manages a comprehensive post program to maintain high morale.

The major duties and responsibilities are pasted at the end of the announcement.

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 school (minimum of High School degree) is required.
- 2. Work experience:** Minimum of two years of clerical/secretarial experience or community based program work experience is required.
- 3. Language:** Level IV speaking/writing English is required.
- 4. Knowledge:** Knowledge of Lome is required. Knowledge of Microsoft Office common applications including Word, Excel and Powerpoint is required. Experience with desktop publisher is desired. Must exercise a well-developed knowledge of all USG agencies at post, the agency composition, its offices, major agency functions. Knowledge of pertinent DOS regulations, programs, and policies, as well as host-country laws, practices, and mores.
- 5. Skills:** Ability to work with people to promote community spirit, to achieve consensus; ability to work in an ethnically and culturally diverse environment. Ability to work independently. Ability to exercise tact when dealing with people.

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 the 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 a 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.
5. The candidate must be able to obtain and hold a non sensitive, medical confidentiality security clearance.

TO APPLY

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

1. Application for Employment as Local Staff or EFM DS-174; **and**
2. A current resume or curriculum vitae that provides the same information as a DS-174; plus
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

NOTE:

1. ALL APPLICATIONS MUST HAVE THE JOB ANNOUNCEMENT NUMBER AND THE POSITION TITLE IDENTIFIED.
2. ALL APPLICATION MUST BE SENT ELECTRONICALLY TO HROlome@state.gov EMAIL ADDRESS.
3. ALL APPLICATIONS MUST BE FOR AN OPEN/ADVERTIZED POSITION.
4. APPLICATIONS PREVIOUSLY CONSIDERED FOR A JOB WILL NOT BE HELD/CONSIDERED FOR FUTURE JOBS. IF YOU ARE INTERESTED, YOU MUST RE-APPLY.

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 of the following criteria:
 - US citizen;
 - Spouse or dependent that 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 US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
 - Is resident at the sponsoring employee's or uniform 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 US Civil, Foreign, or uniform services.
2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A 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 uniform 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 the 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 Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: January 26, 2015

The US Mission in Lome 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.



Audu M. Besmer
Management Officer

Major duties and responsibilities:

The duties of the CLO are defined in the eight areas of responsibility outlined below: employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the 8 areas, which is client-driven and responsive to post-specific needs.

Employment Liaison:

- Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Organize and facilitate career planning workshops and employment seminars for family members.
- Inform family members on EFM employment programs managed by the DOS.
- Inform family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Coordinate and maintain post's Family Member Employment Report (FAMER).

Crisis Management and Security Liaison:

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee with primary responsibility for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
- Develop and maintain a warden system database for all employees and family members that include safehaven information.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safehaven info to FLO during an evacuation.
- Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
- Crisis aftermath - work with post management to rebuild the community.

Education Liaison:

- Establish and maintain liaison with schools used by post families.
- Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.

- Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management:

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Pursue and develop resources within and outside the Mission to best serve constituent needs.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Develop and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.
- Develop client database and CLO page on post website.
- Market the CLO program to the community and post management to garner support for programs.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.

Guidance and Referral:

- Provide confidential support to individuals and groups within the community. (divorce, spouse/child abuse, adoption, death, mental health concerns)
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies

Welcoming and Orientation:

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.

Community Liaison:

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serve as community representative on Mission committees (EAC and PEC).

- Attend country team and regularly scheduled briefings with Management Officer and the AMB or DCM.
- Establish a CLO Advisory Board to assist in defining program goals.
- Develop an effective working relationship with CLOs from other English-speaking Missions.

Events Planning:

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories:
 - a. U. S. traditions
 - b. Host country culture
 - c. Social, educational and recreational activities
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.

Supervisory controls: The CLO reports directly to the Management Officer. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and timelines for completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

The CLO functions independently when responding to client or collective issues. Frontline response to sensitive and complex issues requires immediate assessment of the gravity of the situation and a timely response to the client (s) as to the appropriate initial action. This necessitates mature and measured judgment on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder.

For performance evaluation purposes, the rating officer is the Management Officer and the reviewing officer is the DCM.

Participation in post committees/boards: The CLO is a full member of the Management staff team, attends regularly scheduled Management meetings and meets one on one with the Management Officer/Counselor on a regular basis. The CLO attends country team and is a member of the EAC, PEC, and association board at post. The CLO meets on a regular basis with the Ambassador or DCM and organizes the CLO Advisory Board at post, which serves as a sounding board and assists in defining CLO program objectives.

Program funding responsibilities: Federal law prohibits the use of appropriated funds to support the CLO program. The CLO Coordinator works with other organizations at post to defray the cost of programs that are not self-supporting, or to obtain advance funding for activities. CLOs with supportive and viable employee associations at post submit an annual or semi-annual budget proposal request for financial support. The CLO may also organize in-house fund-raising activities in support of programs.

Employment Liaison:

- Advocate for family member employment opportunities within the Mission and on the local economy and recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference and a formalized post hiring policy.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Organize and facilitate career planning workshops and employment seminars for family members.
- Inform family members on EFM employment programs managed by the DOS.
- Inform family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Coordinate and maintain post's Family Member Employment Report (FAMER).

Crisis Management and Security Liaison:

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee with primary responsibility for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
- Develop and maintain a warden system database for all employees and family members that include safehaven information.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safehaven info to FLO during an evacuation.
- Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
- Crisis aftermath - work with post management to rebuild the community.

Education Liaison:

- Establish and maintain liaison with schools used by post families.
- Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.
- Prepare annual School Summary Report for the Office of Overseas Schools and the annual Child Care Report for FLO.

Information and Resource Management:

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Pursue and develop resources within and outside the Mission to best serve constituent needs.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Develop and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.

- Develop client database and CLO page on post website.
- Market the CLO program to the community and post management to garner support for programs.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.

Guidance and Referral:

- Provide confidential support to individuals and groups within the community. (divorce, spouse/child abuse, adoption, death, mental health concerns)
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies

Welcoming and Orientation:

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.

Community Liaison:

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serve as community representative on Mission committees (EAC and PEC).
- Attend country team and regularly scheduled briefings with Management Officer and the AMB or DCM.
- Establish a CLO Advisory Board to assist in defining program goals.
- Develop an effective working relationship with CLOs from other Missions.

Events Planning:

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories: U. S. traditions
Host country culture
Social, educational and recreational activities
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.

Supervisory controls: The CLO reports directly to the Management Officer. The employee and supervisor develop a mutually acceptable project plan that includes identification of work requirements, scope of program, and timelines for completion. Within the parameters of this plan, the CLO functions independently and has responsibility for implementation and administration of the program.

The CLO functions independently when responding to client or collective issues. Frontline response to sensitive and complex issues requires immediate assessment of the gravity of the situation and a timely response to the client (s) as to the appropriate initial action. This necessitates mature and measured judgment on the part of the CLO until he or she can subsequently inform the supervisor of potentially controversial issues with individual or widespread impact. In responding to quality of life issues and concerns, the ramifications of faulty advice or inappropriate course of action may be seriously detrimental to final resolution and have larger morale implications. In this capacity, the CLO is a front-line responder.

For performance evaluation purposes, the rating officer is the Management Officer and the reviewing officer is the DCM.

Participation in post committees/boards: The CLO is a full member of the Management staff team, attends regularly scheduled Management meetings and meets one on one with the Management Officer/Counselor on a regular basis. The CLO attends country team and is a member of the EAC, PEC, and association board at post. The CLO meets on a regular basis with the Ambassador or DCM and organizes the CLO Advisory Board at post, which serves as a sounding board and assists in defining CLO program objectives.

Program funding responsibilities: Federal law prohibits the use of appropriated funds to support the CLO program. The CLO Coordinator works with other organizations at post to defray the cost of programs that are not self-supporting, or to obtain advance funding for activities. CLOs with supportive and viable employee associations at post submit an annual or semi-annual budget proposal request for financial support. The CLO may also organize in-house fund-raising activities in support of programs.