

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Arranges for and accomplishes all required actions concerning incoming and outgoing AIR shipments of household and personal effects and other property of U.S. citizen personnel and of U.S. Government equipment and supplies. Assists to Shipping & Customs Supervisor with Support Flights and Diplomatic Courier Arrivals and Departures

60%

2. Meets arriving and departing U.S. Embassy personnel and official visitors at the International and Domestic wings of the Airport in Ashgabat and other Turkmenistan airports as may be directed. Facilitates Embassy personnel's arrival and departure as they go through check-in, customs, and immigration and luggage areas. Leads them through the security screening and into the departure lounge, giving them their luggage tags, boarding passes, air tickets, passports and other related traveling documents. Assists arriving passengers with their luggage to the waiting vehicle or other transportation. Assists passengers in reporting missing luggage to the airline and helping passengers complete the lost/missing baggage form before they leave the baggage hall. Follows up to retrieve lost luggage from subsequent airlines. Under the direction of the Shipping & Customs Supervisor, facilitates the arrival and departure of diplomatic pouch shipments and VIP Visits. Prepares and maintains all documentation related with arrivals and departures of U.S. Embassy personnel and official visitors.

30%

3. Drives USGs vehicle during the fulfillment of official duties associated with meeting diplomatic couriers, support flights, and arranging for incoming and outgoing shipments at the customs.

10%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Completion of secondary school is required.

b. Prior Work Experience

Minimum two years of clerical experience or other related experience in customs, shipping and expediting is required..

c. Post Entry Training

On the job training in USG procedures, laws and regulations and FSI online training in PA-244 – Travel Policy and Procedures at post. Customs procedures, airport regulations and preparation of diplomatic notes to be taught and updated by Shipping & Customs Supervisor.

d. Language Proficiency: List both English and host country language(s) by level and specialization.

Level III English (Speaking, Writing and Reading)

Level III Russian (Speaking, Writing and Reading)

Level III Turkmen (Speaking, Writing and Reading)

e. Job Knowledge

Knowledge of Turkmen customs regulations and immigration rules. Familiarity with the airlines check-in procedures. Expert knowledge on the job details and general knowledge of applicable USG regulations. Good driving skills also required.

f. Skills and Abilities

Computer skills and good knowledge of Windows, Microsoft Word, Microsoft Excel, Microsoft Outlook, etc. Must have a valid driving license (category B); ability to interact professionally with sometimes aggressive individuals. Must be tactful, yet effective in dealing with American personnel. Ability to lift heavy weights up to 30 kg. Ability to work at night hours is required.

16. POSITION ELEMENTS

a. Supervision Received

Directly supervised by Shipping & Customs Assistant. General work guidance received from Travel Assistant.

b. Available Guidelines

Federal and Interagency travel regulations FAM, FSTR, JFTR and STR. Airlines guidelines and procedures for arriving and departing passengers from Travel Assistant. Embassy and USG policy on vehicle usage available from Motor-pool Supervisor. Guidance from GSO and/or Shipping & Customs Supervisor.

c. Exercise of Judgment

Determines appropriate pick up time for all arriving and departing official traveler. Handle a variety of expediting to avoid crisis like a baggage loss. Expected to operate on their own for much of their job – advises customers on plane delays/cancellation.

d. Authority to Make Commitments

Can make cash payments related with customs and lounge fees at the airport/airlines when requested on behalf of government travelers.

e. Nature, Level and Purpose of Contacts

Daily contact with airline officials, customs, immigration, airport authority to ensure smooth passage of all official travelers. Arranges all entry and departure formalities, including pets inspection upon arrival at the airport. Working contacts with Customs and Ministry of Foreign Affairs officials concerning customs clearance and diplomatic pouch paperwork.

f. Supervision Exercised

None

g. Time Required to Perform Full Range of Duties after Entry into the Position

Three months.