

Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)

1. POST <b>Ashgabat</b>	2. AGENCY <b>DOS</b>	3a. POSITION NO. <b>A55801</b>
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES " BLOCK.     Yes     No

4. REASON FOR SUBMISSION

a. Re description of duties: This position replaces  
     Position No.: \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)

b. New Position

c. Other (explain) To confirm accuracy before advertisement

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-YYYY)
a. Post Classification Authority MGT Officer, Ashgabat	<b>Telephone Operator, FSN-605</b>	<b>4</b>	<b>GLA</b>	<b>02/27/2004</b>
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) <b>Telephone Operator/Receptionist</b>	7. NAME OF EMPLOYEE
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8. OFFICE / SECTION <b>MGMT</b>	a. First Subdivision <b>IRM</b>
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.   <hr style="width: 80%; margin-left: 0;"/> Typed name and signature of Employee                      Date (mm-dd-YYYY)	10. This is a complete and accurate description of the duties and responsibilities of this position.   <hr style="width: 80%; margin-left: 0;"/> Typed name and signature of Supervisor                      Date (mm-dd-YYYY)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.   <hr style="width: 80%; margin-left: 0;"/> Typed name and signature of Section Chief or Agency Head      Date	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.   <hr style="width: 80%; margin-left: 0;"/> Typed name and signature of Admin or Human Resources Officer      Date
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**13. BASIC FUNCTION OF POSITION**

Serve as Embassy's primary telephone switchboard operator and provide receptionist services for the Embassy.

#### **14. MAJOR DUTIES AND RESPONSIBILITIES:**

75% Operate all telephone switchboard console functions. Place and receive the full range of telephone calls with local and long-distance commercial phone lines, as well as U.S. Government and government-leased lines. Must answer all calls in a courteous and professional manner and, if requested by callers or Embassy staff, coordinate complex call functions such as transfers and conference calls. Accept and forward messages for the Executive section and section heads, direct callers on how to use voice mail for all others. Send official faxes and provide printed fax transmission confirmation reports to the sending offices/sections. Distribute received faxes to the Embassy personnel or section identified on the fax. Maintain a log of all incoming and outgoing faxes and actions taken relating to these faxes. Perform basic clerical functions to include filing and maintaining and coordinating section supplies with the procurement section. Serve as an interpreter on non-technical calls as required and any other duties as assigned by supervisor.

10% Provide general information and assist callers in identifying, locating, and contacting the appropriate Embassy personnel or section using directories, organizational listings, and information provided by the caller.

5% Monitor the eServices system and allocate tasks to the correct IM staff on an ongoing basis. Assist customers with scanning, file transfers, copying of files to CD and laminating.

5% Check the Embassy phone circuits daily for proper functionality and report all malfunctioning and non-operating equipment to the IPC.

5% Maintain Embassy phone directories, telephone service files, Embassy and host government contact information by updating it weekly with current information and also saved to the IPC network shared folder on the "S" drive. Distribute printed copies of these lists to each Embassy section on a monthly basis or as needed via email.

#### **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:**

a) **Education:** Completion of secondary school.

b) **Prior Work Experience:** 1.5 years of telephone operator or receptionist experience or other similar professional experience..

c) **Post Entry Training:** On the job training.

d) **Language Proficiency:** Level III (good working knowledge) of English, Russian and Turkmen is required.

e) **Job Knowledge:** Should be familiar with all aspects of current telephone craft, telephone operator console, and fax machine equipment. A good knowledge of computers is necessary.

f) **Skills and Abilities:** Must be able to work neatly, keep accurate records, operate console type telephone switchboard, work under pressure, be tactful and present a professional demeanor in all circumstances. Typing and word processing abilities are necessary along with Microsoft office familiarity.

#### **16. POSITION ELEMENTS:**

a) **Supervision Received:** Under the direct supervision of the Information Management Officer and Information Management Specialist.

b) **Supervision Exercised:** None.

c) **Available Guidelines:** 5 FAM, office guidelines and oral instructions.

d) **Exercise of Judgment:** Must exercise good judgment and considerable initiative.

e) **Authority to Make Commitments:** None.

f) **Nature, Level, and Purpose of Contacts:** Daily contact with public and all Embassy staff during normal function of position requirements.

g) **Time Expected to Reach Full Performance Level:** Six months.