

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST KAMPALA	2. AGENCY STATE	3a. POSITION NO. 550008
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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. Reclassification of duties: This position replaces

Position No. _____, _____ (Title _____) (Series _____) (Grade _____)

b. New Position

c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	TELEPHONE OPERATOR/RECEPTIONIST FSN-125	3		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)

7. NAME OF EMPLOYEE

8. OFFICE/SECTION
U.S.EMBASSY KAMPALA

a. First Subdivision
INFORMATION PROGRAM UNIT SECTION

b. Second Subdivision
ADMINISTRATIVE SECTION

c. Third Subdivision
N/A

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee Date(mm-dd-yy)

Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

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.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

BRUCE MACEWEN

Typed Name and Signature of American
Supervisor

Date(mm-dd-
yy)

JOHN KLIMOWSKI

Typed Name and Signature of Human
Resources Officer

Date(mm-dd-
yy)

13. BASIC FUNCTION OF POSITION

Serve as a Switch Board Operator. This entails receiving calls from both outside callers and intercom, redirecting calls to the intended recipients. Placing calls for Mission personnel who do not have access to outgoing lines and keeping a database identity for official or personal calls.

**14. MAJOR DUTIES AND RESPONSIBILITIES
TIME**

100 % OF

1. Answering telephone inquiries where possible, especially for those in need of consular services. Forward calls to the respective offices and providing general information such as relevant website addresses, information and directories.
2. Coordinate conference rooms booking for meetings / workshops by using calendar to send out confirmations. Draft conference room notices.
3. Provide Dip Note numbers to offices for use by the Ministry of Foreign Affairs in Uganda. Keep accurate database of dip notes issued.
4. Liaise with the security receptionist pertaining to incoming visitors. Follow up directly with the concerned State / USAID section for further guidance on disposition of the visitor.
5. Assist in distribution of mail and packages.
6. Act as alternate time keeper for Time and Attendance
7. Update the Mission Phone Directory list.
8. Any other duties as assigned by the Supervisor.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education
Completion of secondary school (both 'O' and 'A' levels) and completion of specialized training in secretarial skills, including typing and stenography.
- b. Prior Work Experience
Two years of receptionist experience is required.
- c. Post Entry Training
On the job training with word processing and computing. Possible in-service training is required.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.
Level III English ability is required.
- e. Knowledge
Knowledge of clerical procedures and correspondence styles, Mission structure and knowledge of personnel among the chancery and GSO contacts in Kampala is required.
- f. Skills and Abilities
Excellent typing, computer skills, ability to deal with the public, run the switchboard and handle conflicting demands is required.

16. POSITION ELEMENTS

- a. Supervision Received
Information Program Officer.

- b. Available Guidelines
Verbal instructions, published Administrative procedures, and regulations in FAM.
- c. Exercise of Judgment
Must exercise judgment in dealing with the public, handling of in-coming calls and determining priorities.
- d. Authority to Make Commitments
None.
- e. Nature, Level and Purpose of Contacts
Public, US Direct Hires and FSNs.
- f. Supervision Exercised
None
- g. Time Required to Perform Full Range of Duties after Entry into the Position
52 Weeks

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