



Embassy of the United States of America
Kyiv, Ukraine

JOB OPPORTUNITY ANNOUNCEMENT

001

Date: January 5, 2015

TO: ALL MISSION PERSONNEL

FROM: BRIAN RANDALL – HUMAN RESOURCES OFFICER

SUBJECT: TRAVEL ASSISTANT IN GENERAL SERVICES OFFICE

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *The application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

POSITION TITLE: TRAVEL ASSISTANT

OPEN TO: ALL INTERESTED CANDIDATES

GRADE LEVEL: FSN-07, FP-07* (Full Performance Level)

WORK HOURS: Full Time, 40 hours per week

POSITION TYPE: Permanent

OFFICE LOCATION: General Services Office (GSO)

OPENING DATE: Immediate

DEADLINE: January 19, 2015 at 6 P.M. Kyiv Time

**FP –09 is subject for confirmation with Washington.*

IMPORTANT ELIGIBILITY NOTE:

ALL U.S. CITIZEN, WHO ARE ORDINARILY RESIDENTS IN UKRAINE AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION. SUCH APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

Serves as the main Embassy expert on US travel policy and remains current on all Department travel regulations. As a primary post contact and main arranger for E2 Solutions system, provides a range of travel services to all Mission personnel whose agencies subscribe to Embassy travel services. S/he oversees the work of on-site travel agents; negotiates with hotels and airlines for rates advantageous to USG personnel; facilitates visits of USG high-level delegations by negotiating with hotels, airport personnel and government officials.

MAJOR DUTIES AND RESPONSIBILITIES:

Travel Services (60%)

Advises American and LE Staff personnel on all aspects of official travel, such as the most appropriate itinerary, balance of payment considerations, and other pertinent factors.

Serves as a primary post contact and Super Arranger for E2 Solutions travel system. Reviews all travel authorizations and amendments for accurate submission and compliance with USG regulations. Assists travelers with complicated travel authorizations such as medical and cost construct travel. Provides one-on-one assistance with E2 account set up or transfer and software use. Provides E2 user training to newcomers, new users and section travel arrangers as required. Maintains E2 approval flow.

Advises US Embassy personnel of entitlement travel such as Rest and Recuperation, Emergency Visitation Travel, Education Allowance and Educational Travel, Travel of Children of Separated Families, Medical Travel and Emergency Evacuation in accordance with the Foreign Affairs Manual (FAM), Foreign Affairs Handbook (FAH) and Department of State Standardized Regulations (DSSR). Provides 24/7 on-call assistance for all Emergency and Medevac Evacuation Travel in close cooperation with Embassy personnel and Carlson Wagonlit Travel (CWT).

Serves as a primary local staff member who works with hotels in Kyiv and throughout Ukraine to obtain the most advantageous rates for USG personnel. Cultivates relationships with travel industry officials including hotels and airlines to facilitate official travel and resolve problems. Every year negotiates individual Embassy rates with hotels and airlines. Makes accommodation arrangements for eligible U.S. government personnel while ensuring application of Embassy-negotiated and/or best available rates. Negotiates individual rates for special services such as long-term stays, groups, conferences and receptions. Provides necessary lodging purchase order/EFT information to GSO and FMO to ensure that Embassy-paid lodging is properly funded.

Oversees work of two CWT (post Travel Management Center- TMC) travel agents. Provides case-by-case guidance and sound interpretation of applicable travel regulations and policies. Ensures utilization of proper booking classes and fares. Provides initial training to each new travel agent on USG regulations, travel policy and Post procedures. Updates travel agents on new travel regulations and procedure changes.

Sets up and monitors Embassy airline loyalty programs in order to stretch Mission's travel budget through the use of discounted or award fares. With Centrally-Billed Account (CBA) government travel credit card, procures airline loyalty program tickets

and direct low-cost air carrier tickets for certain destinations that cannot be obtained through CWT (with prior permission from DoS Transportation and Travel Management). Reconciles billing with FMO.

Arranges airport transfers via Boryspil Airport Hall for Official Delegations and Zhuliany airport VIP Lounge services for Embassy employees and official visitors as needed.

Coordinates with GSO and FMO to ensure that VIP service orders are properly ordered and funded.

Arranges Boryspil and Zhuliany airport restricted areas access passes. Drafts dip notes for the Ministry of Foreign Affairs regarding such airport access passes.

Prepares mandatory Premium Class Travel Report, Non-Federal Funding Travel Report and ICASS Workload Counts. Updates Post Travel Policy as required. Drafts travel-related Management Notices and announcements. Maintains Travel SharePoint site.

Stays up-do-date on the use of the Department's E-Country Clearance system and maintains any required Embassy visitors database(s).

Serves as a back-up for the GSO Administrative Assistant and for the Management Counselor's Secretary.

High-Level Visits (35%)

Provides logistical support to high level visits (POTUS, VPOTUS, SECSTATE, CODEL, STAFFDEL and others) in close cooperation with Control Officer and GSO. Negotiates with hotel management for best accommodation and function room rates as well as special requests (room upgrades, complimentary meeting spaces, early check-ins and late check-outs), and serves as daily liaison between Control Officer, VIP delegation and hotel for hotel room booking and room blocking business. Negotiates rates for control room and function space for countdown meetings and bilats.

Arranges Boryspil Hall for Official Delegations and other in-country airport VIP Lounge expediting services for high-level visits. Submits procurement requests for hotels and airport expediting services. Reconciles invoice charges before submitting for payment. Troubleshoots billing disputes (such as late cancellations and/or no-show fees) with hotels relating to VIP delegations.

Other duties as assigned (5%)

REQUIRED QUALIFICATIONS:

EDUCATION:

Completion of at least two years of college studies is required.

WORK EXPERIENCE:

At least 2 (two) years of progressively responsible administrative experience in the travel/hotel industry or with any other international business, embassy or other international organization.

LANGUAGE:

Level 4/4 (reading/writing/speaking) in English, Russian and Ukrainian.

KNOWLEDGE:

Knowledge of Ukrainian customs regulations and airport procedures. Familiarity with local travel environment, including local hotel and travel services market.

SKILLS AND ABILITIES:

A high degree of tact, diplomacy, and persistence is required. Communication as well as negotiation skills in dealing with host country officials at all levels, US citizen personnel, hotel and airline contacts and VIP visitors. Ability to prioritize and react to emergent situations. Functional proficiency with standard office software suite (Outlook/Word/Excel) and Internet tools (SharePoint).

APPLICATION AND SELECTION PROCESS:

✓ The Universal Application for Employment (DS-174) is a **mandatory** application for all locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by COB **January 19, 2015**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section:

<http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) can be filled out electronically and emailed to: KyivHR@state.gov or faxed to: [521-51-55](tel:521-51-55).

Note: Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include a complete DS-174 will be considered incomplete and will not receive further consideration for recruitment.

ADDITIONAL SELECTION CRITERIA:

- Actual hiring for this job is subject to funds availability and should be confirmed by an appropriate bureau before a job offer is made.
- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.

- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- **U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980.** Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- All qualified EFM candidates will be interviewed by the Post Employment Committee and the hiring office. The PEC selects the candidate for the position and conveys that selection to the Front Office for concurrence.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The U.S. Mission in Kyiv 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.

CLEARED: JHenry - GSO (by e-mail)