



*Embassy of the United States of America
Kyiv, Ukraine*

JOB OPPORTUNITY ANNOUNCEMENT

045

Date: August 3, 2009

TO: ALL MISSION PERSONNEL

FROM: AMANDA JOHNSON-MILLER – ACTING HUMAN RESOURCES OFFICER

SUBJECT: TEMPORARY SECRETARY AT GENERAL SERVICES OFFICE

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

POSITION TITLE: **TEMPORARY GSO Secretary**

OPEN TO: **All Interested Candidates**

GRADE LEVEL: **FSN-05, FP-9* (FULL PERFORMANCE LEVEL)**

WORK HOURS: **Full Time, 40 hours per week**

POSITION TYPE: **TEMPORARY (NOT TO EXCEED 1 YEAR)**

OFFICE LOCATION: **General Services Office/GSO**

OPENING DATE: **Immediate**

DEADLINE: **August 17, 2009 at 6 P.M. Kyiv Time**

**FP -9 is subject for confirmation with Washington.*

NOTE: IN ORDER TO BE CONSIDERED FOR THIS POSITION, ALL INTERESTED CANDIDATES MUST BE *ELIGIBLE* FOR EMPLOYMENT IN UKRAINE AT THE TIME OF SUBMITTING APPLICATION.

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

Serves as the GSO Secretary and the Embassy's Customer Service Representative, providing a variety of support duties for the Supervisory General Services Officer and Embassy's customers.

MAJOR DUTIES AND RESPONSIBILITIES:

GSO Administrative support 25%

- Receives all incoming documentation and distributes it to the appropriate functional areas.
- Answers and redirects questions from GSO customers on issues pertaining to procurement, shipping, and travel, and is familiar with procedures in these offices.
- Serves as a primary liaison with the DCM and CM Residence and with the Artem Business Center landlord on routine and emergency work orders.
- The incumbent is responsible for managing and updating the OBO Utility Data Portal that provides Washington with a monthly rollup of Embassy utility consumption and associated cost.

Secretarial 45%

- Makes appointments for the GSO officers, answers telephone calls, and passes inquiries to respective office staff members. May respond to inquiries of a general or non-technical nature.
- Schedules meetings for the S/GSO or A/GSOs as required.
- Prepares and types a variety of correspondence (i.e. routine and non-technical letters, memorandums, telegrams, etc.) in response to incoming inquiries and letters; to request further information, to acknowledge receipt of letters, supplies, services, and information, etc.
- Attends meetings with S/GSO staff meetings, assures that agendas and background materials are prepared and distributed and takes notes of important questions and decisions.
- Assures appropriate follow-up to decisions taken at staff meetings. In addition, attends meetings, prepares agenda items and background items and where required acts as interpreter; may also interpret for other office staff members and official visitors as required.

- Translates a wide variety of documents and materials for the GSO section. Establishes and maintains a GSO suspense file to assure timely submission of reports and other actions, maintains temporary work files and reference material.
- Manages the S/GSO calendar.

Customer Service

15 %

- Serves as the Embassy's Customer Service Representative: Is a central point of contact for any requests not entered into eServices, and enters those into the system. The incumbent monitors all service requests in the eServices database, reviews them for completeness and takes appropriate action to correct any mistakes / delays. In some critical or problematic cases confirms with the initiator the request, in order to ensure proper performance. Regularly communicates with the various units of the Management Section to ensure that service requests have been received, problematic cases understood, and determines a proposed date to execute the requested work. Communicates with the initiator of the service request to resolve conflicts, misunderstandings or complaints concerning the work requested.

Travel Arranger for GSO Section

5%

Performs other duties as required

10%

REQUIRED QUALIFICATIONS:

EDUCATION:

- Completion of High School or equivalent is required.

WORK EXPERIENCE:

- A minimum of two years experience in a government institution or business enterprise involving clerical and/or office management is required.

LANGUAGE:

- Level III (good working knowledge) speaking/writing in English is required; level IV (fluent) speaking/writing in Russian and Ukrainian is required.

KNOWLEDGE:

- Requires knowledge of clerical procedures, word processing, use of office equipment.

SKILLS AND ABILITIES:

➤ Ability to deal with people in a courteous and diplomatic manner at all times. Must be able to type at level II (40 wpm) and operate word processing equipment. Fair and good drafting ability in English in order to prepare draft correspondence, etc. Must be able to maintain and develop contacts with working level officials at Ukrainian private and government offices.

APPLICATION AND SELECTION PROCESS:

✓ Interested applicants should fax or mail their *current résumé* and *letter of interest* in **English** to the Embassy Human Resources Office, American Embassy, 4 Hlybochyts'ka St., fax # 490-4085. Applications can be also sent by e-mail to: KyivHR@state.gov

Note: **Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Applications and letters that are *inadequate or incomplete* will not be considered. Only those applicants who are selected for interviews will be contacted.**

ADDITIONAL SELECTION CRITERIA:

! Current employees serving a *probationary period* are not eligible to apply for this position.

! U.S. Veterans and US Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with U.S. law and State Department Regulations. Candidates who claim *U.S. Veterans preference* must provide a copy of their Form DD-214 with their application.

! 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.

CLEARED: NVanHorn– GSO (by e-mail)
DMercandante – FMO