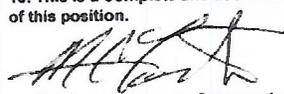




U.S. Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. POST <b>Hanoi, Vietnam</b>	2. AGENCY <b>USAID</b>	3a. POSITION NO. <b>VN-044</b>		
3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. <input type="checkbox"/> Yes <input type="checkbox"/> No				
4. REASON FOR SUBMISSION <input type="checkbox"/> a. Redescription of duties: This position replaces Position No. _____ (Title), _____ (Series) _____ (Grade) <input checked="" type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)				
5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority <b>RDMA/EXO/HR</b>	<b>Administrative Assistant, FSN-105</b>	<b>07</b>		<b>10-26-10</b>
b. Other				
c. Proposed by Initiating Office <b>USAID/Vietnam/PDO</b>	<b>Administrative Assistant, FSN-105</b>			<b>09-30-10</b>
6. POST TITLE OF POSITION (if different from official title)		7. NAME OF EMPLOYEE		
8. OFFICE/SECTION <b>Program Development Office (PDO)</b>		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my responsibilities of position.		10. This is a complete and accurate description of the duties and responsibilities of this position.   <b>Michael Foster, Supervisory Program Officer</b> Typed Name and Signature of Supervisor      Date (mm-dd-yyyy) <b>10/29/10</b>		
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.   <b>Francis A. Donovan, Mission Director</b> Typed Name and Signature of Section Chief or Agency Head      Date (mm-dd-yyyy) <b>10/29/2010</b>		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  <b>Michael C. Trott, SUPVY EXO</b> Typed Name and Signature of Admin or Human Resources Officer      Date (mm-dd-yyyy)		

### 13. BASIC FUNCTION OF POSITION

The incumbent serves as a key member of the six-person USAID/Vietnam Program Development Office (PDO), and assists in the performance of a full range of administrative, program development, implementation and evaluation, budget planning and request, financial tracking, and secretarial functions. The PDO team includes the Supervisory Program Officer; the FSN Senior Development Program Specialist; the FSN Financial Management Specialist/Project Accountant; the Development, Outreach, and Communications (DOC) Officer; and the Junior Officer Program Officer, with the FSN Administrative Assistant completing the team of six. The incumbent reports directly to the Supervisory Program Officer and coordinates with other support personnel in USAID/Vietnam technical offices and the Executive and Mission Director's Office.

With the increasing prominence of the USAID/Vietnam portfolio, dependable/reliable administrative management and support services are essential. The incumbent will be required to adapt quickly to change and demonstrate flexibility in meeting the needs of the customers the position serves. This position is not an entry-level secretarial position and as such requires demonstrated administrative management skills and extensive prior work experience.

The incumbent undertakes functions in two primary areas of responsibility: 1). Administrative and secretarial duties; and 2). Program management support. S/he plans and coordinates all secretarial and administrative support activities for PDO to ensure smooth, effective, and efficient day-to-day operations. This position includes a degree of program and budget management, and significant accountability and reporting responsibilities in support of USAID/Vietnam's technical offices, USAID implementing partners, host country participants in USAID-supported training programs in the U.S., Vietnam, and third countries, important visitors, and USAID centrally-funded programs.

In order to perform satisfactorily, the incumbent must possess in-depth knowledge and experience in managing a dynamic and complex office, carry out several tasks simultaneously, stay abreast of evolving procedural changes in program nomenclature and program priorities consequent to the foreign assistance framework, be proficient in written and spoken English, and adapt easily to a culturally diverse environment. Additionally, the incumbent must possess intermediate skills in financial management and analyses, reporting and accountability, command of computer skills and program applications, be familiar with the development issues receiving USAID support, and liaise effectively with other USAID/Vietnam support teams.

The incumbent also carries out the full range of secretarial duties. This includes screening/greeting all visitors, guests and callers; simple translations; providing technical and non-technical information or referring requests to other office staff as/when necessary; typing, collating and tracking the clearance of new fiscal year obligations and maintaining files on program and activity documentation and official correspondence, scheduling meetings, answering/placing telephone calls for PDO staff; coordinating official PDO staff travel within and beyond Vietnam, including preparation of travel requests, authorizations and vouchers; and tracking inventory of all office supplies to ensure timely replenishment.

The incumbent is the first point of contact for the: 1. U.S. Embassy; 2. USAID/Washington offices; 3. Non-governmental organizations, International Organizations, United Nations agencies, and donor organizations; 4. Government of Vietnam ministries; 5. other local, regional, and international institutions (public, private, and civil society). The incumbent is expected to discharge her/his secretarial duties smoothly under extreme pressure at times with little or no oversight, and maintain the strictest confidence on matters that impact security. Due to the level of responsibility that accompanies this position, integrity, honesty, discretion, sound judgment, confidentiality, and strict attention to detail are critical.

The incumbent will be closely supervised and monitored in the performance of the duties during the authorized probationary period, in compliance with the guidance contained in the Local Employees Handbook and established Mission practices.

**14. MAJOR DUTIES AND RESPONSIBILITIES****% OF TIME****I. Office Administrative/Management Support Duties and Responsibilities:****65%**

The incumbent coordinates all PDO administrative office management and support functions, and performs a diverse set of administrative duties to ensure the smooth operation of the Office including:

**1) Office Management:** The incumbent has full oversight responsibility to ensure the following administrative services for the PDO are provided, put in place and/or fully operational: 1) the design, implementation and maintenance of a user-friendly document tracking and information retrieval system for the Office, 2) implementation and administrative management of an up-to-date official and subject filing system in compliance with Agency and PDO-specific requirements, 3) ensuring the timely completion and submission of all PDO Office time and attendance sheets to the designated USAID Accounting Station, 4) coordination of all travel and leave schedules ensuring adequate staff coverage at all times, 5) arrangement of staff travel through the most cost-effective means and completion of supporting documentation such as country clearance cables and Travel Requests, Authorizations, and Vouchers, 7) management of the requisition of office supplies and equipment, and 8) ensuring that all office equipment is maintained for optimal performance.

To this end, the incumbent: 1) is responsible for collecting and preparing relevant data for the issuance of Purchase Orders for procurement of local services, equipment and office supplies, 2) liaises with U.S. Embassy GSO and other ICASS service providers as required, 3) informs PDO staff of directives, new procedures, or agency policies that may affect them or their work, and 4) serves as a resource person on general and PD-specific office management and administrative procedures, word processing and software needs, filing and documentation requirements.

When authorized/approved by the Supervisory Program Officer, the incumbent may provide back-up secretarial/administrative support to other offices at USAID/Vietnam.

**2) Computerized Tracking Systems:** The incumbent is expected to have a high degree of computer literacy (as all documents are prepared using automated data processing equipment) and exceptional planning and organizational skills. These skills help the PDO to monitor and track administrative and clearance progress of PDO-drafted documentation. Thus, s/he must demonstrate a thorough understanding and comprehensive knowledge in utilizing new automated filing/fax and cable systems and be able to quickly retrieve and organize information for the PDO team.

**3) Correspondence Management and Control:** The successful applicant is expected to ensure the timely preparation of drafts of letters, memoranda, correspondence, cables and other documents that require the signature of PDO staff. S/he is responsible for establishing and maintaining automatic logs for receipt of unsolicited proposals, stamping each proposal with the date received stamp, distributing the proposals to the appropriate office for action, ensuring prompt action is taken, and following-up when necessary, for all incoming correspondence or inquiries (written or telephonic). Upon the request of the PDO staff, s/he translates letters and other documents and collaborates with the Computer Management/IT Specialist for the imaging and electronic archiving of record materials. The incumbent is expected to develop and maintain a computerized correspondence log/tracking system to effectively manage/monitor the incoming/outgoing program/project communications/correspondence for PDO.

**4) Communication:** The incumbent will be responsible for: 1) coordinating with Mission Technical Office staff to facilitate all responses to inquiries for information on USAID/Vietnam programs; 2) receiving all incoming telephone calls and visitors with courtesy, patience, tact and diplomacy, and providing information to inquirers within her/his scope of knowledge and authority or refers them to other PDO staff as appropriate.

**5) Personal Property Oversight:** The incumbent must ensure adequate expendable and non-expendable materials and supplies (i.e. office furniture, machines, printer ink and toner, paper, pencils, pens, notepads, photocopy paper, markers, etc.) are available to the PDO team. S/he works closely with EXO staff to initiate purchase requests to replenish low inventory, ensures that all office equipment (i.e., photocopy machine, computers, printers, calculators, etc.) is maintained to function efficiently, reviews annually, emerging equipment needs, and recommends procurement as appropriate. As needed, she prepares Work Orders and Requests for equipment repairs, space-allocation for TDYers, duplication/printing and binding, courier and translation services.

**6) Personnel Management:** As part of her/his overall duties, the incumbent: 1) establishes and maintains individual official and working Personnel Files for PDO in accordance with Agency-specific guidance contained in ADS 500 (Communications and Records Management).

- Assisting PDO with preparing and administering Award Nominations;
- Facilitating the timely submission of required staff Performance Evaluation Reports (PERs); and
- Facilitating the completion and timely submission of Emergency Locator and Information Sheets for all PDO staff to U.S. Embassy Vietnam HR Office and the USAID/Vietnam Executive Office.

*(continue on blank sheet)*

**7) Conferences and Meetings:** The incumbent is expected to assume management responsibility for agenda development and organization of logistics for PDO and other USAID-sponsored retreats, annual portfolio review meetings, seminars and workshops including those held off-site. This includes providing assistance with:

- Drafting and/or reviewing official invitation letters;
- Contributing written input into the preparation of program briefing materials;
- Formatting and finalizing presentation materials for the PDO and Mission Director, such as preparing power-point slide presentations and mounting seminar displays as appropriate;
- Identifying appropriate meeting/conference facilities and liaising with conference site staff to ensure that events requiring multimedia equipment is available and operational;
- Reviewing facilities and finalizing requirements for the conference package contracts;
- Assisting with drafting Conference and/or Meeting proceedings and outcomes;
- Serving as "in-house" interpreter for non-Vietnamese speakers at specific USAID-sponsored meetings as well as to represent PDO at select meetings upon the request of the PD Office Director, and written communication of the results of these meetings.

**8) Voucher Preparation:** The incumbent prepares, at required intervals, documentation for reimbursement for PDO staff allowances and other expenses. To facilitate reimbursement, s/he prepares the appropriate Standard Forms along with supporting documentation for the Supervisory Program Officer's signature and subsequent transmittal to the Office of Financial Management and/or EXO for processing.

**9) Support to Prominent Visitors:** The incumbent is expected to provide secretarial/administrative support for high level visitors (e.g., Asia Bureau Office Directors, Deputy Assistant Administrators, and Mission Directors) as required. In this context s/he assists with:

- Preparing updates of visitor briefing books, finalizes meeting schedules and in-country travel itineraries; and
- Arranging for hotel/lodging accommodations, airport arrival/departure and expeditor services, and hotel to office transportation arrangements.

**10) Local (Off-the-Shelf) Procurement:** The incumbent is responsible for taking the appropriate procurement steps and actions, in coordination with EXO, to obtain local goods and services required by PDO in a cost-effective manner. This may include:

- Local purchase of office supplies such as pens, paper, notepads, file folders, etc.);
- Preparation of required procurement documentation in accordance with current USAID policies/procedures and guidelines which govern small purchases;
- At the request of the EXO, solicitation of local bids/offers for goods and/or services;
- Identification of local sources and receipt of verbal quotations following micro-purchase procedures for off the shelf procurement actions;
- Documentation of rationale for selection of supplier;
- Completion of post award survey to ensure costs, quality and delivery specifications were met;
- Coordination with the EXO on receipt, acceptance and inventory control and documentation of local goods/services received; and
- Preparation of requisitions for new PDO Non-expendable Property (NXP) such as office furniture and equipment or EXO supplies as deemed appropriate;

**11) Budget Assistance:** The incumbent works in close collaboration with the PDO FSN Senior Program Development Specialist, and staff in the Office of Financial Management and EXO to assist with:

- Developing and managing travel budgets for USDH and FSN staff in PDO
- Gathering/maintaining/preparing documentation needed for budget purposes when requested by Supervisory Program Officer and team.

**12) Other tasks when required.**

## **II. TraiNet /VCS Administration**

**20%**

TraiNet is an official USAID database for the management and reporting to Washington, Congress and other USG agencies of all U.S., third-country, and in-country training. Establishment and maintenance of the database is a function of the PDO. The database must be accurate and current as it is used for informing decisions on training areas, continuing country-level needs, and candidate selection. Experience has shown that training of host country nationals is one of the best investments of foreign assistance dollars. Following the return to their respective countries, trainees are often promoted into leadership positions including those at critical policy-making levels.

The incumbent Administrative Assistant is expected to proficiently manage the TraiNet data base and overall TraiNet/Visa Compliance System (VCS) for participant training. Responsibilities include:

- Organizing and managing TraiNet classes for USAID/Vietnam technical staff and USAID program implementation partners;
- Collecting and entering required participant trainee information into the VCS and tracking the visa review and approval process;
- Coordinating with USAID/Washington Central Bureaus, such as EGAT and Embassy Consular Offices to ensure visa requirements are met and approved in a timely manner, and relevant data on each participant trainee is submitted for inclusion in the U.S. Embassy Official files;

- Liaising with appropriate technical offices and their implementing partners to ensure that all participants meet the required language proficiency skills to successfully participate in their respective areas; Managing the USAID mandatory Health and Accident Coverage (HAC) requirements for host country employees approved for international travel by ensuring pre-travel medical examination requirements are met; and timely submission of required USAID-specific HAC information to EXO/HR for enrollment into the Health and Accident insurance plan;
- Providing detailed information and recommendation relating to individual participant eligibility to the VCS J-1 Visa approver (R1);
- Generating management accountability reports that provide analyses and new insights into investments and outcomes under each USAID-funded training activity; and
- Facilitating technical offices and their participating contractors to respond to a full range of questions, concerns and comments on the TraiNet/VCS system.

### **III. Disaster Assistance Support and Outreach Material Translation**

**15%**

**1) Disaster Assistance:** To assist with USAID/Vietnam's response to natural disaster, the incumbent:

- Engages in direct communication, both verbal and written, with appropriate Government of Vietnam officials responsible for the coordination and oversight of disaster response for the purpose of providing situational updates/reports and making determinations on the potential need for U.S. disaster assistance;
- Arranges for logistics as well as monitoring the smooth distribution of emergency relief equipment and supplies;
- Participates in conducting preliminary needs assessments of affected communities, when appropriate; and
- Prepares in a timely fashion input to the regular informational updates/cables for use by the USAID Office of U.S. Foreign Disaster Assistance (OFDA) regional office in Bangkok and Washington headquarters office.

**2) Outreach Material Translation:** The incumbent will assist the Development, Outreach, and Communications Officer in translating and editing outreach materials, including but not limited to, briefing papers, press releases, messages, Mission website content, program fact sheets, telling stories, press materials, etc. as requested.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

College or University Degree in Business Administration, Financial Management, Public Administration, Economics, Social Science or Arts is required.

b. Prior Work Experience:

A minimum of five (5) years of specific and progressively more responsible experience in the field of secretarial/administrative management is required, with at least three (3) years of this experience with a U.S. Government Agency, private company, and/or other international organization. At least two of the five years must be as the lead Secretary/Administrative Assistant for a multi-person office or a senior executive. Prior experience and knowledge of U.S. Government Secretarial/Administrative practices and procedures is preferred.

c. Post Entry Training:

The incumbent is expected to possess the necessary secretarial and administrative skills/abilities required to carry out/perform the duties/responsibilities of the position. Post entry training will, therefore, be focused primarily on the Agency's established policies, procedures and regulations that govern USG-specific secretarial/administrative support functions and responsibilities. An emphasis will be placed on Agency organized or USAID Office sponsored training in areas of document database management and advanced computer technology as required to provide maximum secretarial/administrative support services to PDO (i.e., MS Word Programs- EXCEL, POWERPOINT, ACCESS and OUTLOOK). In addition, the immediate supervisor will identify Agency and/or local training opportunities as/when available and/or necessary.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (I,II,III) and specialization(sp/read):

Level IV, strong written and oral proficiency in English is required. In addition, the incumbent must be fluent Level V (native facility) in Vietnamese.

Given the nature of the position, effective written and oral communications are absolutely critical to perform successfully in this position. The incumbent must be able to communicate effectively and accurately with: 1) all categories of USAID Office employees; 2) Ministerial level Officials working in the Government of Vietnam; 3) colleagues working in the various Embassy sections; 4) International Organizations, Donors, and foreign Embassies; 6) Office Directors, Desk Officers, Executive Management Officers working in USAID/Washington; and 7) the general public.

The incumbent is required to be able to prepare concise/thorough documents to include but not be limited to: 1) minutes of any meetings called by the Supervisory Program Officer; 2) USAID Office-wide e-mail communications; and 3) translation of incoming or outgoing correspondence/documents. The incumbent must also be capable of preparing reports, correspondence, budgetary documents in a professional and competent manner requiring little or no editorial changes.

d. Job Knowledge

The incumbent must have a mastery of English and Vietnamese grammar, spelling, punctuation, format and sentence structure (syntax). Demonstrated proficiency in typing various correspondence formats (i.e. memoranda, letters, reports, faxes, etc.) as well as standardized documents and forms is required. Thorough knowledge gained from prior work experience in how to provide dependable secretarial/administrative support and assistance to an office is required. Comprehensive knowledge and understanding of the Government of Vietnam's organizational structure to include various ministries, their internal operations and staffing structure is preferred.

The incumbent must have a thorough knowledge of and proficiency in office procedures and practices, including filing systems. Knowledge/experience of expense documentation, financial and project management reporting is an advantage.

e. Skills and Abilities

The ability to work effectively in a team environment is required. The incumbent must be able to work calmly, tactfully, and effectively under pressure and to demonstrate extreme flexibility to manage more than one activity at a time in the performance of daily administrative management duties and responsibilities. In addition, excellent communications and inter-personal skills are critical for: 1) the maintenance of productive working relationships with USAID Office personnel; 2) interaction with appropriate individual(s), departments within USAID/Washington and USAID personnel on various subjects and/or issues; and 3) gaining acceptance of Agency-specific changes/decisions relative to administrative support.

The incumbent must also be skilled in effectively guiding USAID/Vietnam's flow of documents and work through and/or to PDO. Strong organizational skills are required. Excellent interpersonal and communications skills are required to develop and maintain collaborative and effective working relationships within PDO and other offices, internal/external contacts, consultants from USAID/Washington, representatives from the various Government of Vietnam ministries and other international organizations and donors.

The incumbent is required to have: 1) the ability to follow oral instructions and to organize, prioritize and follow through on all assignments with minimal oversight; 2) accuracy in typing – minimum Level 11 typing ability, i.e. close to 80 WPM; 3)

strong proof reading skills in English and Vietnamese, and a good command of translation and interpretation skills; 4) strong organizational skills, with a focus on attention to detail; and 5) demonstrated proficiency in using a computer, including use of e-mail and the Internet, word-processing, spreadsheets, databases, and other computer programs and software such as Microsoft Office (WORD, EXCEL, ACCESS, OUTLOOK, and POWER POINT). The ability to maintain strict CONFIDENTIALITY relating to all matters deemed to be sensitive in nature is required. In addition, to be effective, he/she must be tactful in working with internal and external contacts.

16 POSITION ELEMENTS:

a. Supervision Received:

Supervision is received directly from the Supervisory Program Officer. Coordination and guidance may also be provided by other PDO staff. Supervision involves both day-to-day instructions on specific work items as well as general instructions for overall work planning and requirements on a semi – routine basis. While the supervisor provides certain guidelines, priorities and deadlines, the AA is expected to establish and carry out a large range of activities within his/her own recognized sense of priorities and responsibilities. In addition, the incumbent will be expected to work in close cooperation with other secretaries/administrative assistance with the USAID/Vietnam Mission.

b. Supervision Exercised:

This position is designated as non-supervisory.

c. Available Guidelines:

Verbal and written instructions, as well as USAID's Automated Directives Series (ADS), Mission Orders, Agency Notices, Foreign Assistance Reforms, Initiatives, and Directives. The incumbent will need a general awareness of USG policies, operations and a familiarity with the programs and relations in Vietnam.

d. Exercise of Judgement:

The incumbent is expected to work independently and in accordance with established Agency office management policies and guidelines. S/he exercises sound judgment in performing the job, demonstrates initiative, discretion, and patience in working with staff of other Teams and Offices, and ensures proper safekeeping of documents.

e. Authority to Make Commitments:

The incumbent has no authority to make any resource commitments. At the request of the Supervisory Program Officer, s/he may be authorized to represent the PDO at inter-office meetings when other PDO staff are unavailable.

f. Nature, Level, and Purpose of Contacts:

To effectively function in this position, the incumbent will be required to establish and maintain solid working relationships with all categories of USAID personnel, particularly PDO personnel, and to communicate directly and effectively with Embassy and other USG personnel and with members of donor agencies, international organizations, and NGOs/implementing partners and with mid- to high-level officials with the Government of Vietnam.

g. Time Expected to Reach Full Performance Level:

Within twelve months of the incumbent's appointment, s/he is expected to be thoroughly conversant with USAID/Vietnam's programs and operations, and work independently in discharging her/his administrative and office management functions.