

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST Hanoi, Vietnam	2. AGENCY Department of State	3a. POSITION NO. A-000-23
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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	Protocol Assistant, FSN-120	07	<i>def</i>	10/26/04
b. Other				
c. Proposed by Initiating Office	Protocol Assistant, FSN-120			

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Hanoi	a. First Subdivision Executive Section
b. Second Subdivision	c. Third Subdivision

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.
<p>_____ Typed Name and Signature of Employee Date (mm-dd-yy)</p>	<p>_____ Typed Name and Signature of Local Supervisor Date (mm-dd-yy)</p>

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.
<p><i>Victoria O'Neil</i> 11/3/04 Typed Name and Signature of American Supervisor Date (mm-dd-yy)</p>	<p><i>Gail Gardner</i> 10/26/04 Typed Name and Signature of Human Resources Officer Date (mm-dd-yy)</p>

13. BASIC FUNCTION OF POSITION
See attached.

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME
See attached.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education
University Degree.

b. Prior Work Experience
Two years of progressively responsible administrative experience is required.

- c. Post Entry Training
- Computer training courses.
 - Customer service training course.
 - Other specific training will be provided by post.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.
- Level IV English ability
 - Level IV Vietnamese ability
- e. Knowledge
- Must have comprehensive knowledge of host government and U.S. protocol procedures, of the etiquette and social mores of the host country.
 - Awareness of how the political structure of the host government and their U.S. relationship affect protocol, to include U.S. 3rd country government to government diplomatic relation.
 - Awareness of the differences in protocol and customs in Diplomatic Missions.
 - Must understand how the Embassy operates, its organization, the chain of command and responsibilities of sections and agencies.
 - Must have an extensive knowledge of appropriate hotel accommodations and restaurants for visiting dignitaries and/or delegations which offer safe, efficient, and comfortable facilities.
 - Interest in current affairs.
- f. Skills and Abilities
- Good office skills and management.
 - Good interpersonal skills.
 - Good handwriting is required.
 - Calligraphy is essential.

16. POSITION ELEMENTS

- a. Supervision Received
Under the supervision of the Senior Protocol Assistant.
- b. Available Guidelines
Department of State regulations and standards; local customs, practices and guidelines.
- c. Exercise of Judgment
- Must exercise judgment in appropriateness of producing invitations.
 - Must able to set priorities and work independently.
- d. Authority to Make Commitments
N/A
- e. Nature, Level and Purpose of Contacts
Working level officials of the host government, the diplomatic community, and other key contacts in the business, academic, social and religious communities.
- f. Supervision Exercised
None.
- g. Time Required to Perform Full Range of Duties after Entry into the Position
6 months.

Protocol Assistant

14. Major Duties and Responsibilities

Protocol Duties

- Request and confirm appointments for the Ambassador, the Charge, the DCM, the acting DCM, and high-level USG visitors (including CODELs) with cabinet level officials of the host government, Diplomatic Corps, and other contacts. Coordinate in-country travel arrangements for the AMB, the Charge, and the DCM.
- Update and maintain the contact database.
- Coordinate with State section chiefs and other agency heads on preparatory activities of functions and events principally hosted by the AMB, the Charge, the DCM, and their spouses. Preparing memos to provide input and plans to the Front Office and chiefs of sections/agencies on the make-up of guest lists, compiling suggested guest lists for the Front Office, collecting proposed guest lists from sections/agencies, collating, updating and generating final guest lists, issuing invitations, calling invitees to get confirmation, formulating table seating arrangements, handwriting place cards, work in conjunction with the RSO to assure security arrangements, and actively performing protocol duties at official functions as a back-up host which includes introducing guests to the AMB, the DCM, spouses, guests of honor and other Americans.
- Draft correspondence and diplomatic notes for the AMB and the DCM to the host government officials and diplomatic missions. Translate protocol related documents, diplomatic notes, and letters from English into Vietnamese and vice versa.
- Compile Tet gift list for the Front Office, collect the Tet gift lists from all sections/agencies, generate the Embassy's Tet gift list; coordinate with GSO for procurement; plan and coordinate with assigned FSNs in the Tet gift delivery.
- Assist Marine Detachment and RSO office in helping coordinate the Marine Ball.
- Order stationery for the Protocol Office; manage, plan, and stock stationery to make sure that they are always ready for events hosted by the AMB, the DCM, and their spouses.

Other Duties

- Create and maintain filing system for both the AMB and the DCM guest lists and for diplomatic notes, and correspondence.
- Receive and screen incoming phone calls for the Front Office as required.
- Order business and invitation cards for the AMB, the DCM, and spouses.
- Facilitate visa issuance for VIP delegations and CODELs.