



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>State Department</b>	3a. POSITION NO. <b>N-558-23</b>
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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. Redescription of duties: This position replaces  
 Position No. N-558-, Telephone Switchboard Operator (Title) FSN-605 (Series) 03 (Grade)

b. New Position

c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Telephone Operator/Receptionist	4	<i>[Signature]</i>	01-07-2005
b. Other	FSN-605			
c. Proposed by Initiating Office	Telephone Attendant/Receptionist	04	<i>[Signature]</i>	04-01-2004

6. POST TITLE POSITION (if different from official title) <b>Telephone operator</b>	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION <b>US Embassy Hanoi/IRM</b>	a. First Subdivision <b>Administrative Office</b>
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b. Second Subdivision <b>Information Resource Management - IRM</b>	c. Third Subdivision
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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.
<hr/> <small>Typed Name and Signature of Employee</small> <small>Date (mm-dd-yyyy)</small>	<hr/> <small>Typed Name and Signature of Supervisor</small> <small>Date (mm-dd-yyyy)</small>

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 this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
<hr/> <small>Typed Name and Signature of Section Chief or Agency Head</small> <small>Date (mm-dd-yyyy)</small>	<hr/> <small>Typed Name and Signature of Admin or Human Resources Officer</small> <small>Date (mm-dd-yyyy)</small>

13. BASIC FUNCTION OF POSITION

**Serves as US Embassy Hanoi telephone operator/receptionist in one of 3 telephone operator console positions located in Chancery and Rose Garden Annex.**

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME

**Please See Attached sheet.**

*(continue on blank sheet)*

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

Completion of secondary school is required.

b. Prior Work Experience:

Twelve months experience as a telephone receptionist and/or switchboard operator.

c. Post Entry Training:

On the job training under the supervision of the Telephone supervisor, and general direction by the IMTS or IMO

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

Fluent Vietnamese language abilities. Level 3 English ability is required.

e. Job Knowledge:

Knowledge of mission organizational structure, functions, names of Dept. heads and employees is essential to perform effectively in the telephone operator position.

f. Skills, and Abilities:

The incumbent must be capable of operating both Mitel and Nortel operator consoles and peripheral equipment. Automatic telephone threat recorder devices, and PC based programs and equipment. Operator must be able to determine operational status of all equipment and report non-functioning equipment or telephone lines to the appropriate internal or external test and repair office.

16. POSITION ELEMENTS:

a. Supervision Received:

Operates under the supervision of the Telephone operations supervisor and the IMTS.

b. Supervision Exercised:

None

c. Available Guidelines:

Established post and office policy.

d. Exercise of Judgment:

Good independent exercise of judgement is required when determining how to route calls to the appropriate office. Whom to contact after hours or on weekends and holidays for recall or emergency notification. Duty schedule requires work after hours, on weekends and holidays so accurate and independent judgement is a must.

e. Authority to Make Commitments:

None required

f. Nature, Level, and Purpose of Contacts:

The operators are often the first contact outside callers have with the US Embassy, they provide timely accurate information concerning office hours, visa appointments and other commonly asked questions to the public, freeing the other Chancery staff to a degree from answering these time consuming routine inquiries.

g. Time Expected to Reach Full Performance Level:

One Year

TELEPHONE OPERATOR/RECEPTIONIST  
FSN-605-

14. MAJOR DUTIES AND RESPONSIBILITIES

- Answer incoming trunk line calls, determine customer requirements and route caller to the appropriate office or agency.
- Place outbound long distance calls using International Direct Dial (IDD) or Embassy IVG lines.
- Maintain a call log of outbound long distance calls placed.
- Must be able to fully operate attendant console equipment, threat recorder equipment and related peripheral items.
- Must be able to determine operational status of consoles, threat recorders, and incoming/outgoing trunk lines, if an outage is detected or reported they must contact the Post Office or IRM officers to effect return of service.
- Answer commonly asked questions concerning office hours, visa appointment scheduling, and student visa information from the general public as required.
- Administrative duties as requested by the IMTS or IMO