

## 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		2. AGENCY			3a.	3a. POSITION NO.	
Bogota		Department of State				311001 A50021	
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.) A50021 (Title) Administrative Clerk			(Series) 105 (Grade) FSN-6/FP-8				
b. New Position							
c. Other (explain) Vacant position (vice Lady K. Rodriguez) and more than five years have passed since the last classification.							
5. CLASSIFICATION ACTION	Position Title and Series Code			Grade	Initials	Date (mm-dd-yy)	
a. Post Classification Authority							
b. Other							
c. Proposed by Initiating Office							
6. Post Title Position (if different from official title) CLO Administrative Assistant			7. Name of Employee				
8. Office/Section Management Section (MGT)			a. First Subdivision Community Liaison Office (CLO)				
b. Second Subdivision Vouchering (VOU)			c. Third Subdivision				
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.				
			ANNE GRABINS				
Printed Name of Employee			Pi	rinted Name of S	upervisor		
Signature of Employee	Dat	te (mm-dd-yyyy)	Signature of S	Supervisor		Date (mm-dd-yyyy)	
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.				
CALVIN WATLINGTON  Printed Name of Chief or Agency Head			Printed Name of Admin or Human Resources Officer				
Signature of Chief or Agency Head		ate (mm-dd-yyyy)	Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)				

## 13. Basic Function of Position

Incumbent provides essential administrative support to the Community Liaison Office (CLO) and acts as the first line filter and organizer of communication between the community and the CLO office staff. Assists the Community Liaison Office Coordinator in developing and maintaining key contacts and managing information that benefits the morale, welfare, and safety of all employees from all agencies under Chief of Mission authority. Supports the CLO's 8 areas of responsibility as designated by the Family Liaison Office (FLO) to include: event planning, community liaison, welcome and orientation, guidance and referral, information and resource management, and education liaison. Incumbent reports directly to the Community Liaison Officer.

Incumbent provides administrative support for CLO Coordinators; answers incoming calls, greets and assists visitors with CLO materials and information and assists callers when possible. Job holder regularly updates/improves materials provided to all newcomers, publishes information on the bulletin boards and maintains and updates all CLO publications. Helps CLO to translate local, social and cultural programs. S/he compiles feedback to gauge program satisfaction within the community and will synthesize comments received via online surveys distributed to the community. Assists the CLO Coordinators with activities that support the Mission Community. For instance incumbent helps organize events by reserving the location or conference rooms as requested, coordinates with vendor's or local service providers during the event, and develops and maintains a database of contacts. Manages the complex process of name checks, access requests, and vehicle access requests and sends the requests to the Regional Security Office (RSO). Acts as the Website master for the CLO webpage and manages the VBRICK (electronic screens) for advertising information. Is the primary manager of the CLOBogota@state.gov email inbox answering or redirecting questions sent to this email address. Manages event sign-ups and coordinates all transport requests through GSO Motorpool for attendees. Is a primary contributor/editor for the CLO newsletter publication produced bi-weekly, soliciting for and consolidating submissions and enforcing publication requirements.

20%

Incumbent researches local services that are beneficial for newcomers to ease their transition and assists with providing references of local shops and services. Researches possibilities of extra-curricular activities for families with children, as well as current events in town for adults and children alike. Incumbent updates annual Post Info to Go documents (7+ separate submissions required) including verification of correct and current contact information for services listed. Coordinates with local charitable organizations to ascertain volunteer opportunities as well as distribute donations from the community to organizations in need.

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Job holder prepares and submits the CLO IVA Report to FMC. S/he submits CLO purchase requests through ARIBA Software, requests office supplies as needed, and arranges motor pool and GSO property requests through myServices for all trips, events and outings for all CLO staff members as required.

Incumbent translates information guides, menus, brochures and business cards to be used by the embassy community and assists embassy staff members with communicating their needs to local vendors/providers as requested.

Job holder does the shopping for CLO activities such as holiday parties and events within the Embassy. Assists in CLO programming of events and offers suggestions including compiling quotes for services Other duties as assigned by CLO.

This position description in no way states or implies that these are the only duties to be performed by incumbent. The incumbent is required to perform other duties as assigned by supervisors.

# 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

## a. Education:

Two years of college/university is required.

## b. Prior Work Experience:

Minimum two years of experience in an administrative or customer service position including experience working with Microsoft office and Microsoft Publisher is required. Experience with event planning is required.

## c. Post Entry Training:

On-The Job-Training: ARIBA, Scala Design and other Management applications as required.

Time and Attendance WINTA 3.05.01.

EX251 Counterintelligence Awareness Training for Uncleared Americans and LE Staff.

PA453 Ethics Orientation for New Locally Employed Staff.

PA459 Protecting Personally Identifiable Information

**PS800 Cyber Security Awareness** 

PN113 Introduction to Working in an Embassy

PN410 Orientation for Locally Employed Staff

PA490 Introduction to the Community Liaison Office Responsibilities

### d. Language Proficiency:

English level 3 (good working knowledge) is required. Spanish level 3 (good working knowledge) is required.

#### e. Knowledge

Basic knowledge of cultural practices and tourism/travel within Bogota and in outlying areas is required. Intermediate knowledge on host country such as markets, travel, shopping, restaurants, city tours, cultural activities and social events is required.

Basic knowledge in history, culture, manners, and worldview of Colombia, to understand behavior, preferences, and attitudes of American community members and assist with cross-cultural adjustment is required.

#### f. Skills and Abilities:

Advanced communication (Written & Oral) skills are required.

Strong organizational skills and ability to prioritize tasks are required.

Intermediate interpersonal skills in order to deal with a variety of embassy personnel are required.

Basic research skills in order to respond to inquiries from the embassy community are required.

Intermediate abilities in the use of MS Outlook, Word, Excel, PowerPoint, and basic abilities in the use of Microsoft Publisher are required.

#### **16. POSITION ELEMENTS**

## a. Supervision Received:

Directly supervised by the CLO Coordinator (97951001) and receives work guidance from the two Assistant CLOs (97951002 and 97951003).

#### b. Available Guidelines:

CLO Manual, SOPs, Embassy policies and procedures, FLO support.

### c. Exercise of Judgment:

Use best judgment to organize trip events and to solve problems when things do not go as planned. Must have problem solving skills when faced with adverse circumstances.

### d. Authority to Make Commitments:

Must make commitments of behalf of the staff and families for CLO-related trips and events. Must seek the best value for Embassy functions and work with local and national entities to book, organize and transact payments for community functions.

## e. Nature, Level and Purpose of Contacts:

USDH personnel from Executives to line staff officers and all family members (1000+ customers): Provide welcome and orientation information, directly answers questions received both in person and via email/phone.

Local business vendors: Negotiate terms of cooperation with local vendors, businesses, artisans, trainers to organize mission-wide parties, picnics, art fairs, etc. Interview new vendors and artisans to develop new contacts and expand CLO database with a diverse network of service providers.

Business owners and School administrators/directors: Research and maintain records of embassy recommended local resources/contacts (schools, preschools, household help, tutors, nannies, supermarkets, gyms, hairdressers, pet clinics etc.) to benefit newcomers' family members and members of household.

# f. Supervision Exercised:

None. Occasional supervision of temporary Summer Hire employees. Supervision of volunteer family members or employees as events warrant. Incumbent should be able to conceptualize and execute large events or activities with little to no supervision. Must oversee support services provided by embassy support sections (GSO and Facilities) as well as outside vendors hired in support of CLO events.

## g. Time required to perform full range of duties after entry into the position:

Six (6) months.