

U.S. MISSION

Vacancy Announcement Riyadh – Jeddah - Dhahran

| 17-55 | VACANCY ANNOUNCEMENT - RIYADH | 11/07/2017 |
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| OPEN TO | ALL INTERESTED CANDIDATES |
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| POSITION | TELEPHONE OPERATOR, FSN-04 |
| | POSITION # 100397 |
| OPEN DATE | WEDNESDAY, NOVEMBER 8, 2017 |
| CLOSING DATE | WEDNESDAY, NOVEMBER 15, 2017@ 1700 HRS (local Saudi time) |
| WORKING HOURS | FULL TIME, 48 HOURS/WEEK |
| SALARY | * ORDINARILY RESIDENT (OR): |
| | POSITION GRADE FSN-4, |
| | STARTING ANNUAL GROSS SALARY: SR 108,615 PLUS OTHER |
| | BENEFITS (CHILDREN EDUCATION ALLOWANCE, ANNUAL TICKET/S, |
| | MEDICAL & LIFE INSURANCE COVERAGE, RETIREMENT |
| | CONTRIBUTION PLAN, ETC.) |
| | *NOT ORDINARILY RESIDENT (NOR): |
| | POSITION GRADE: FP-AA STEP 1, US\$ 25,514 PER YEAR |
| | SUBJECT TO CHANGE BASED ON THE HIRING MECHANISM |
| | FINAL GRADE/ STEP FOR NORS WILL BE DETERMINED BY |
| | WASHINGTON. |
| | U.S. FEDERAL AND STATE TAXES WILL BE DEDUCTED FROM THE |
| | SALARY |

NOTE:

- ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED TRANSFERABLE WORK PERMIT TO BE ELIGIBLE FOR CONSIDERATION.
- THE "OPEN TO" CATEGORY LISTED ABOVE REFERS TO CANDIDATES WHO ARE ELIGIBLE TO APPLY FOR THIS POSITION. THE "OPEN TO" CATEGORY SHOULD NOT BE CONFUSED WITH A "HIRING PREFERENCE" WHICH IS EXPLAINED LATER IN THIS VACANCY ANNOUNCEMENT.

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 THE SELECTED CANDIDATE MUST BE ABLE TO PROVIDE RELEASE OF SPONSORSHIP UPON DEMAND AND START WORK WITHIN 45 DAYS OF RECEIPT OF AGENCY AUTHORIZATION AND/OR CLEARANCES/CERTIFICATIONS, OR THEIR CANDIDACY MAY NOT BE CONSIDERED.

The U.S. Mission in Riyadh, Saudi Arabia is seeking eligible and qualified applicants for the position of Telephone Operator for the Information Resource Management-Switchboard Section.

BASIC FUNCTION OF POSITION

Incumbent serves as a switchboard operator, is responsible for all Embassy switchboard services including answering general information queries from the public, routing call to the appropriate person, and providing backup support for the Embassy Telephone Technical section. The incumbent is regularly called on to provide assistance for VIP visits. S/he must work extended hours and perform escorting duties when needed. The incumbent must be vigilant in controlling incoming calls when there is a large influx of calls seeking information by phone. S/he must keep abreast of Embassy staffing, emergency notification and threat call procedures.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

- **1. EDUCATION:** Completion of secondary school is required.
- **2. EXPERIENCE:** Two years general office work experience with another USG office, experience as a telephone operator, or as receptionist is required.
- **3. LANGUAGE REQUIREMENTS:** Arabic and English Level III (good working knowledge) read/write/speak is required. This will be tested.
- **4. SKILLS & ABILITIES:** Patience, tact, and courtesy are mandatory attributes as the incumbent must deal with several hundred callers daily, some of whom can be impatient and abusive. Computer experience is required.
- **5. <u>IOB KNOWLEDGE:</u>** Must have knowledge of the State Department, and associate agency telephone call handling. Must have a good working knowledge of the organization, functions, and practices of the agency's mission.

HIRING PREFERENCE SELECTION PROCESS:

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER

- 1) AEFM/USEFM who is also a preference-eligible U.S. Veteran*
- 2) AEFM/USEFM
- 3) FS on Leave without Pay (LWOP)**

*IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR Office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

**This level of preference applies to all Foreign Service Employees on LWOP.

ADDITIONAL SELECTION CRITERIA

- 1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
- 2. Currently OR employees serving a probationary period are not eligible to apply. Current OR employees with an overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
- 3. Currently NOR employees hired on a Family Member Appointment (FMA) or a Personal Services Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
- 4. The candidate must be able to obtain and hold the needed security clearance.
- 5. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

HOW TO APPLY

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

- 1. Universal Application for Employment (UAE) (DS-174), which is available on our website (Link: https://sa.usembassy.gov/wp-content/uploads/sites/60/2016/07/DS-174-form-Application-for-Employment-2016.pdf).
- 2. A clear copy of valid Saudi / GCC identity card or igama card / work permit.
- 3. A clear copy of valid Saudi driver's license (if the position requires).
- 4. Any additional documentation that supports or addresses the requirements listed above (e.g. educational certificates or copies of degrees earned, copy of essays, awards and certificate of employment).

WHERE TO APPLY:

<u>Please use the following subject line and format in your email</u>. Failure to use the subject line and format below may result in your application not reaching the required application folder for further consideration.

EMAIL SUBJECT: Riyadh-VA17-55-Telephone Operator

SUBMIT THE APPLICATION AND ALL OTHER DOCUMENTS AS A SINGLE FILE IN PDF FORMAT TO EMAIL ADDRESS HRORIYADH@STATE.GOV.

(Note: Multiple files will not be considered)

NOTE: DUE TO THE HIGH VOLUME OF APPLICATIONS RECEIVED, WE WILL ONLY CONTACT APPLICANTS WHO ARE BEING CONSIDERED. THANK YOU FOR YOUR UNDERSTANDING.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission in Saudi Arabia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

APPENDIX (DEFINITIONS)

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; and
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610); or
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or s-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; or
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or s-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e. a directhire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute of Taiwan; **and**
- Is under the Chief of Mission authority.

<u>U.S. Citizen Eligible Family Member (USEFM):</u> A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; and
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and

- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and is under Chief of Mission authority; **or**
- Resides at an involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. citizen; and
- Spouse or s-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee;
 or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); and
- Is under Chief of Mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the Foreign Service or Civil Service.

Member of Household (MOH): An individual accompanies or joins a sponsoring employee, i.e. sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- 1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- 2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- 3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service
 member permanently assigned or stationed abroad or, as appropriate, at an office of the
 American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does <u>not</u> ordinarily reside in the host country; and
- Is <u>not</u> subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is a local resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.