

## JOB OPPORTUNITY ANNOUNCEMENT 2010-09

<b>OPEN TO:</b>	<b>AEFM (AMERICAN ELIGIBLE FAMILY MEMBERS) CANDIDATES ONLY</b>
<b>POSITION:</b>	<b>Arrivals and Departures Coordinator (Part time–20 hours/week-Flexible)</b>
<b>OFFICE:</b>	<b>GSO Housing</b>
<b>OPENING DATE:</b>	<b>May 11, 2010</b>
<b>CLOSING DATE:</b>	<b>May 25, 2010</b>
<b>WORK HOURS:</b>	Part-time opportunity; 20 hours per week - Flexible
<b>SALARY:</b>	<b>NOR:</b> AEFM: Position Grade: FP-7 \$ 37,351 starting salary (to be confirmed by Washington)

*Applicant must possess or be able to obtain a Secret Clearance.*

The General Services Office (Housing Section) is seeking applicants for an Arrivals and Departures Coordinator position. The position provides support for incoming and outgoing employees and assists them with checking in and out of Post. He/she will coordinate temporary lodging (TQSA) for arriving and departing employees with Conference Services (CS). This person functions as the primary point of contact (POC) within the General Services Office (GSO) for all incoming American staff:

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Coordinates temporary lodging for arriving and departing employees with Conference Services. Works with Management colleagues and updates TQSA policy as needed. Finds suitable apartment hotels, arranges inspection visits to them and coordinate with Procurement on establishing working relationships with these apartment hotels. Maintains applicable records of work and update spreadsheets. Creates, maintains and updates information to customers. Collects and organizes information for incoming employees to assist with all settling in and departure details.

Provides guidance and coordination for arriving employees regarding all aspects of their arrival process. Provides information pre-arrival, upon arrival, during TQSA phase and during transition into permanent housing. Monitors progress of employees and solicits feedback for improvement.

Provides support and guidance to departing employees and temporary lodging requirements.

Works continuously to improve customer service, communication with customers, and communication with partner service providers within the Management Section.

**NOTE:** All applicants are instructed to address each selection criterion detailed below with specific and comprehensive information supporting each criteria.

**QUALIFICATIONS: REQUIRED:**

- **Education:** Completion of secondary school and at least 2 years of college studies (administration, secretarial) required.
- **Experience:** 1-2 years of administrative or customer service related work and previous experience in the Foreign Service environment is required.
- **Language:** Level IV English (fluent) and rudimentary level of French (very limited) are required
- **Skills:** Must have good interpersonal and intellectual skills. Must be able to exercise judgment and make decisions as applicable to the daily work. Ability to use standard Microsoft office applications (e.g. Outlook, PowerPoint, Excel, Word).

**SELECTION PROCESS:**

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore, it is essential that all candidates address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget, and visa status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employed U.S. Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 30 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 30 calendar days of their employment.
5. Applicants must be eligible for employment under host government laws and regulations.
6. The candidate must be able to obtain a secret security clearance.

**TO APPLY:**

Interested candidates for this position should submit the following:

1. Application for Federal Employment (OF-612);
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Documentation (e.g., essays, certificates, awards, copies of degrees earned) that address the minimum requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

Human Resources Office, U.S. Mission, 11, route de Pregny, 1292 Chambesy, Geneva or email to GenevaHR@state.gov

**POINT OF CONTACT:**

HR Office: Telephone: (022 749 44 27) or IVG 493 4427/FAX: (022 749 4091)

## **DEFINITIONS**

**1. AEFM:** A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

- US citizen;
- Spouse or child who is at least age 18;
- Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;
- Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad; and
- Does not receive a USG annuity or pension based on a career in the US Civil, Foreign, or uniform services.

**2. EFM:** Family Members at least age 18 listed on the travel orders of a Foreign of Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.

**3. Member of Household:** A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.

**4. Ordinarily Resident (OR):** A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

**5. Not-Ordinarily Resident (NOR):** Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION: May 25, 2010**

An Equal Opportunity Employer

**The US Mission in Geneva, Switzerland 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.**

Clearances:

MGT/GSO – W. Barton  
MGT/FMO – S. Ramirez  
MGT/HRO – E. Flanagan