

U.S. Mission to Tunisia

JOB ANNOUNCEMENT #20/09

July 9, 2009

SUBJECT: Receptionist/Telephone Operator

OPEN TO: All interested Candidates

POSITION: Receptionist/Telephone Operator, FSN-4; FP-AA*

OPENING DATE: 07/09/2009

CLOSING DATE: 07/23/2009

WORK WEEK: 40 hours/week

SALARY: Ordinarily Resident: TD 12,691 per year (Position is graded at the full performance level of Grade: FSN-4)
Not-Ordinarily Resident: US\$ 24,156 p.a. (Starting Salary)
(Position Grade: FP- AA is confirmed by Washington)

NOTE: ALL APPLICANTS WHO ARE NOT FAMILY MEMBERS OF USG EMPLOYEES OFFICIALLY ASSIGNED TO POST AND UNDER CHIEF OF MISSION AUTHORITY MUST BE RESIDING IN COUNTRY AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Tunis is seeking an individual to fill the position of Receptionist/Telephone Operator in the Information Resource Management (IRM) Section.

BASIC FUNCTION OF POSITION:

1. Responsible for the operation of the Embassy switchboard to place and receive a full range of incoming calls, including a substantial number of highly complex calls. Connects outside callers with the office or person desired. Uses knowledge of the Mission's organization and personnel to properly and efficiently route calls. When necessary, prioritizes calls and places long distance calls for Embassy personnel.
2. Assists non-Arabic or non-French speaking personnel in making contact with other missions, and other non-English speaking agencies by interpreting telephone conversations, making appointments and generally assisting in transmitting useful information. Reports cases of PBX malfunction to the Telecommunication Field Engineer.

3. Operates the fax machine to send faxes to many locations around the world. Receives faxes and makes the correct distribution.
4. Updated the Embassy telephone directory, radio inventory and other Embassy databases

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact 71-107-172 or 71-107-320.

REQUIRED QUALIFICATIONS:

- **Education:** High school or equivalent is required.
- **Prior Work Experience:** Some previous knowledge of telephone and Fax operations is required.
- **Language Proficiency:** Level III (working knowledge) speaking/reading/writing Arabic, French and English required.
- **Job Knowledge:** Must have a good general knowledge of the PBX, switchboard console and fax functions. Must be intimately familiar with the mission organization and security procedures.
- **Skills and Abilities:** Must be able to competently answer the calls, even when under pressure, using good customer service skills. Must be familiar with computer programs such as MS Word, Excel and Access in order to update telephone lists.

SELECTION PROCESS:

When fully qualified, U.S. citizen eligible family members (USEFMs) and U.S. veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. citizen EFMs who hold a family member appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days

of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The applicant's sponsor must have more than 10 months remaining on his/her tour at this post at the time of selection.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612; plus
2. Candidates who claim US veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO:

E-mail: TunisApplicants@state.gov

Fax: 71-107-080

Regular mail:

Human Resources Office
American Embassy Tunis
Les Berges du Lac
1053 Tunis, Tunisia

DEFINITIONS:

1. U.S. Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire foreign, civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, 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.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION: JULY 23, 2009

The US Mission in Tunisia 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.

Drafted, Approved and Cleared in accordance with Post Regulations

Distribution: A&B