**Administrative Notice**

**Sana’a, Yemen**

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| **Nov. 5, 2008** | **Number: 58/08** |

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|  **Subject:**  | **Job Vacancy (Telephone Operator)** |
| **Distribution:** | **ALL FSNs – All Agencies** |

1. **Open To:** All FSNs

 **2. Opening date:** November 5, 2008[Change the date]

 3. **Closing date:** November 19, 2008

 4. **Position:** **Telephone Operator**

 5. **Work schedule**: Full-time; 42 hours/ Week

 6. **Grade/Salary:** \*Ordinarily resident :

FSN-04 (Full Performance Level) US$ 6,569 Starting Salary per annum plus $1,500 allowances

###  NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST BE RESIDING IN

###  COUNTRY AND HAVE THE REQUIRED WORK AND RESIDENCY PERMITS

###  TO BE ELIGIBLE FOR CONSIDERATION.

1. **BASIC FUNCTION** **OF THE POSITION**

The position is located in the Information Program Center, American Embassy, under the immediate supervision of the Information Management Officer (IMO). Employee will be responsible for operating a console type telephone switchboard to receive and place telephone calls for the Embassy and provide reproduction services or data entry services as required.

 8. **MAJOR DUTIES AND RESPONSIBILITIES:**

* Receives incoming calls and transfers them to the appropriate office. Places outgoing calls (local and long distance) for Embassy offices, recording them for payment.
* Answers caller inquiries for routine questions, such as office hours, which office provides a service, etc.
* Researches State Department Intranet for phone numbers, etc.
* Handles other telephone-related matters and keeps the IMO informed of their status.
* Assists IMO with billing, directories, and other duties as needed
1. **Required Qualifications**:

**Education:** Completion of Secondary School is required.

**Prior Work Experience:** One year or more of telephone switchboard or work in the telephone field is required.

**Language Proficiency:** Level III (good level) English ability (speaking and reading) is required.

**Knowledge:** Must be familiar with local telephone procedures and policies, including international service. Switchboard fundamentals for large office/hotel would meet this need. Must be familiar with the Microsoft Office Suite of software and Internet usage. You will be tested on your abilities.

**Abilities**: Must have a pleasant voice, be able to work under pressure yet be firm when it comes to dealing with switchboard calls. Must be able to work with others on telephone issues or assist sorting mail, or other similar work.

 **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. The candidate must be able to obtain and hold a normal security clearance.

**TO APPLY**

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

# 1. Application for U.S. Federal Employment (SF-171 or OF-612); or

2. A current resume or curriculum vitae that provides the same information as an OF-612; plus

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**

Human Resources Office (or Admin Office)

P.O.Box 22347

Sanaa - Yemen

E-mail address: hrosanaa@state.gov

**DEFINITIONS**

1. 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.

**CLOSING DATE FOR THIS POSITION: November 19, 2008**

#### The US Mission in the Republic of Yemen 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: HR: AABDULSALAM

Cleared: IMO: HLLORIN

Approved: MO: PBLANKENSHIP