



American Embassy, Manama ✧ Human Resources Office

JOB VACANCY ANNOUNCEMENT WORK ORDER CLERK / OFFICE MANAGER

Announcement Number: 08-27

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| OPEN TO: | All Interested Candidates |
| POSITION: | Work Order Clerk / Office Manager (# 100090) |
| OPENING DATE: | Monday, October 20, 2008 |
| CLOSING DATE: | Wednesday, November 5, 2008 |
| WORK HOURS: | Full-time; 40 hours/week |
| SALARY: | - For persons Ordinarily Resident (OR*) in Bahrain: BD 6,709 per year starting salary, including allowances (position grade FSN-06). Applicants ordinarily resident in Bahrain must possess Bahraini government work and/or residency permits to be eligible for consideration - For persons Not Ordinarily Resident (NOR*) in Bahrain: US \$ 29,379 per year (position grade FP-08), subject to approval by the Department of State |

The American Embassy in Manama is seeking candidates for employment as Work Order Clerk/Office Manager in the Embassy's Facility Maintenance Section.

BASIC FUNCTION OF THE POSITION

Receive and process maintenance and repair work requests from embassy office and residential property occupants; ensure work is dispatched appropriately; maintain requests in database; track and follow up to ensure work has been completed. Clarify requirements with customers as needed and determine if work orders are routine or emergency, handling them accordingly. Direct maintenance technicians in the event of an emergency work order request. Update work order status on a daily basis. Act as Post Occupational Safety Health Officer (POSHO) assistant. Provide administrative and general clerical support for the Facilities Section.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact extension, x2973.

QUALIFICATIONS REQUIRED

Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- 1. Education:** Completion of secondary school (high school) is required.
- 2. Experience:** At least one year of full time administrative, high-paced customer service experience in an office environment is required.
- 3. Language:** Level 3 (good proficiency) of speaking/reading English; Level 2 (limited proficiency) of speaking/reading Arabic or Hindi is required.
- 4. Knowledge:** General knowledge of maintenance operations and terminology is required; good knowledge of computer software and word processing is required.
- 5. Abilities & Skills:** Strong customer service and interpersonal skills are required, along with ability to exercise tact in working with internal and external clientele is required. Good office management and organization skills are required. A valid driver's license and clean driving record is required.

SELECTION PROCESS

When fully qualified, U.S. citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate addresses the required qualifications above in the application. A USEFM does not have to be residing in Bahrain to be considered, but the sponsoring officer must be officially assigned to post.

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. Current “not ordinarily resident employees” hired under a Personal Services Agreement 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.

TO APPLY

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

1. Optional Application for Federal Employment (OF-612); **or**
2. A current resume or *curriculum vitae* that provides the same information as an OF-612; **plus**
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application;
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above;
5. List any family members who are currently employed at the Embassy. Any omission in this area, either intentional or accidental, may be grounds for dismissal.

SUBMIT APPLICATION TO

Human Resources Office

Attention: Vacancy Announcement 08-27

U.S. Embassy Manama-Bahrain/P.O. Box 26431/Bahrain

Telephone: 17-242-700 /Fax: 17-242-807

E-mail: ManamaHRO@state.gov

*** DEFINITIONS**

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.

All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

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 U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the Local Compensation Plan (LCP).

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,
- Spouse or unmarried child 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 (2) resides at an Involuntary Separate Maintenance Allowance location authorized under 3 FAM 3232.2.

Eligible Family Member (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.

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. 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 U.S. Citizen.

CLOSING DATE FOR THIS POSITION IS WEDNESDAY, NOVEMBER 5, 2008

The American Embassy in Manama, Bahrain provides equal opportunity and fair and equitable treatment in employment to all people without regards 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 opportunity in all personnel operations through continuing diversity enhancement programs.

Approved: MGT: GNavadel; Cleared: FMS:DHess; RHRO: JDavies; FMO: HDesjardins