

# United States Mission Nigeria

## Vacancy Announcement

<b>No.</b> 2008-021	<b>Date:</b> March 7, 2008	<b>Ref:</b>
<b>Subject:</b>	TICKET ASSISTANT (2 POSITIONS) (A52404 & A52405)	
<b>Location:</b>	LAGOS - GSO TRAVEL SECTION	
<b>Applicability:</b>	ALL INTERESTED CANDIDATES	

**OPEN TO:** All Interested Candidates

**POSITION TITLE:** Ticket Assistant, PSA-07\*; FP-7\* (2 Positions)

**OPENING DATE:** March 07, 2008

**CLOSING DATE:** March 25, 2008

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** \*Not Ordinarily Resident: US\$32,864 .00 p.a. (Starting salary)  
(Position Grade: FP-07 to be confirmed by Washington)

\*Ordinarily Resident: N1,666,441.00 p.a. (Starting basic salary)  
Position Grade: PSA-07  
In addition to the basic salary, all allowances will be paid  
in accordance with the Mission Local Compensation Plan.

**NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Consulate in Lagos is seeking to employ suitable and qualified candidates for the position of Ticket Assistants in the Travel Section of the General Services Office.

### **BASIC FUNCTION OF THE POSITION:**

Coordinates travel ticketing with travel clerks, ticket clerk and dispatcher. Coordinates travel planning and itinerary development to ensure compliance with Government regulations and Post Management policies. Negotiates with airlines regarding reservations, ticketing, and billing. Responsible for cross training other employees in the use of Amadeus and Galileo reservation software. Position directs ticket reporting activities.

To obtain a copy of this announcement and the position description, please visit our Mission websites at:

<http://abuja.state.gov/departments/Human%20resource.Management.htm/HR.htm>.

[http://nigeria.usembassy.gov/job\\_opportunities.html](http://nigeria.usembassy.gov/job_opportunities.html)

### **POSITION REQUIRMENTS:**

NOTE: All applicants **MUST address** each selection criterion detailed below with specific and comprehensive information supporting each criterion or the application will not be considered.

1. A Bachelors Degree in Business, Personnel, or Management is required. If vocational degree – A Higher National Diploma (HND) in Business, Personnel, Management or Aviation Travels, Ticketing and Reservations is required.
2. Minimum of three years work experience in a travel agency as a ticketing clerk is required.
3. Level IV (Fluency) Speaking/Reading English Language is required.
4. Must have good knowledge of airlines reservations procedures, airport codes, and classes of tickets with basic knowledge of USG regulations and airline policies.
5. Basic cash handling, accounting and billing skills are required.
6. Must possess good typing and computer skills to include word processing, excel spreadsheets, Amadeus and Galileo software plus IATA/NANTA certification.

### **SELECTION PROCESS:**

When equally qualified, Eligible Family Members and U.S. Veterans will be given preference. Therefore it is essential that the candidate 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. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 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 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.
5. Current employees who are qualified will be given preference.
6. Only successful applicants who meet with the minimum requirements will be notified.
7. The Human Resources Office will **NOT** accept applications or resume **submitted in U.S. Government official envelopes.**
8. **The position requirements must be adequately addressed in the cover letter of your application package. Failure to do so will disqualify your application.**

### **HOW TO APPLY:**

Interested applicants for this position **MUST submit** the following, or the application will not be considered:

1. **A type-written and signed application letter** specifically applying for this position, and addressing the minimum requirements as advertised. **Please reference the job title and announcement number on the application letter.**
2. **A current resume or curriculum vitae, listing all job responsibilities and 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. Please indicate position title and vacancy announcement number on the top right corner of the envelope and also on the subject line of the application letter.

**SUBMIT APPLICATION TO:**

United States Consulate  
Human Resources Office  
2, Walter Carrington Crescent  
Victoria Island  
Lagos

**POINT OF CONTACT:**

Tel: 01-2610078, 2611414

**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:
  - U.S. citizen;
  - Spouse or dependent 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 safe haven abroad, or alternate safe haven 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 or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a US 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. Ordinary 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 permit for employment in country.
5. Not-Ordinarily Resident (NOR): Typically NORs are AEFMs and EFM of FS, GS, and uniform service members who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION IS: March 25, 2008**  
An Equal Opportunity Employer

The U.S. Mission in Nigeria 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.