

# **JOB VACANCY ANNOUNCEMENT**

## **US EMBASSY, ACCRA**

**ANNOUNCEMENT #:** HR10-029

**OPEN TO:** Appointment-US Citizen Eligible Family Members (AEFMs)

**POSITION:** **ICASS COORDINATOR AND MANAGEMENT ASSISTANT  
(Job-Share)**

**OPENING DATE:** August 05, 2010

**CLOSING DATE:** Until Filled

**WORK HOURS:** 40 hours/week

**SALARY:** \*Not-Ordinarily Resident: (Position Grade: FP-06 is confirmed  
by Washington)

**LENGTH OF HIRE:** Indefinite

The U.S. Embassy in Accra, Ghana is seeking two individuals to share the position of **ICASS COORDINATOR AND MANAGEMENT ASSISTANT** in the Management Section.

### **BASIC FUNCTION OF POSITION**

The incumbents support the work of the Management Section by serving as assistants and reporting to the Management Counselor.

The incumbents serve as ICASS Customer Service Representatives to the ICASS Council by acting as the first contact for complaints or suggestions on the services provided to American and LES customers. They will work to solve problems independently as they arise and refer issues to the Management Counselor for resolution when appropriate; and advise Management Counselor regarding customer relations problems/trouble areas and recommend solutions. Incumbents will provide and prepare ICASS meeting agenda and documentation for meetings; act as note-takers at ICASS meetings and distribute minutes of the meetings and follow-up on meeting tasks; and track and advise Management on ICASS issues at the Washington level. They will conduct annual review of ICASS standards with

applicable offices, monitor annual customer survey, review and evaluate data for presentation to post management and ICASS council.

Incumbents will act as Collaborative Management Issues (CMI) Coordinators, monitoring the overview of ICASS services provided through eServices by using the Dashboard to view the percent of cumulative service requests that meet the Uniform Service Standards.

They will act as travel arrangers for the Management Section American employees; initiate and monitor short and long-term planning for visits for the Management Section; assist Management in support of visits including but not limited to transportation, hotel and facility reservations and arrangements, expeditor services, domestic and international travel, tourist activities, and airport lounge and tarmac access; plan and coordinate American and LES support for visits, including mobilizing inter-office teams, from various administrative sections such as GSO, personnel, motor pool, communications, and the financial management section; assist the Human Resources Regional Training Coordinator on training being offered in Accra; maintain contact with GOG officials; work with Shipping Section of GSO to monitor the submission of diplomatic notes to the Ministry of Foreign Affairs (MFA) and other Government of Ghana agencies; and work with Travel Section of GSO to make logistical arrangements for official visitors, as required.

## **QUALIFICATIONS REQUIRED**

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

1. High school diploma.
2. Two years of work experience in an office environment and understanding of basic office administration.
3. Level Four (full professional proficiency) in written, spoken and reading English.
4. Ability to operate Microsoft Office applications as well as other needed software programs; and ability to complete tasks with minimal supervision.
5. Must have the ability to draft minutes, cables, basic reports, and complete standard Government forms. Must possess analytical thinking skills and be detail-oriented.
6. Must be in possession of, or be in a position to obtain, a **Top Secret** security clearance.

## **SELECTION PROCESS**

When equally qualified, US Citizen Eligible Family Members (AEFMs) 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 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.

## **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174); **or**
2. A combination of both: i.e. Section 1-24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **or**
3. A current resume or curriculum vitae that provides the same information found on the UAE (*see section 3A below for more information*): **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veteran preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.
6. A telephone number, post office box and/or e-mail address where we can contact you to schedule an interview.

3A. If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Date and Place of Birth
- G. Current Address, Day, Evening, and Cell phone numbers
- H. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- I. U.S. Social Security Number and/or Identification Number
- J. Eligibility to work in the country (Yes or No)
- K. Special Accommodations the Mission needs to provide
- L. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- M. Days available to work
- N. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- O. U.S. Eligible Family Member and Veterans Hiring Preference
- P. Education
- Q. License, Skills, Training, Membership, & Recognition
- R. Language Skills
- S. Work Experience
- T. References

**NOTE:**

1. All applications must have the **Announcement Number** and **Position Title** identified.
2. All **“Hard Copy”/printed applications must be submitted to the Mail Room at the Chancery. Hard Copy Applications submitted through any other office will not be accepted. You may apply on-line using the [AccraHRO@state.gov](mailto:AccraHRO@state.gov) email address. This is the preferred means of applying for a position with the American Embassy. Please go to our website for additional information, including current openings and tips on applying with the American Embassy in Accra. <http://ghana.usembassy.gov/jobopportunities.html>**
3. **ALL APPLICATIONS MUST BE FOR AN OPEN/ADVERTIZED POSITION. APPLICATIONS PREVIOUSLY CONSIDERED FOR A JOB WILL NOT BE HELD/CONSIDERED FOR FUTURE JOBS. IF YOU ARE INTERESTED, YOU MUST RE-APPLY.**

**SUBMIT APPLICATION TO:**

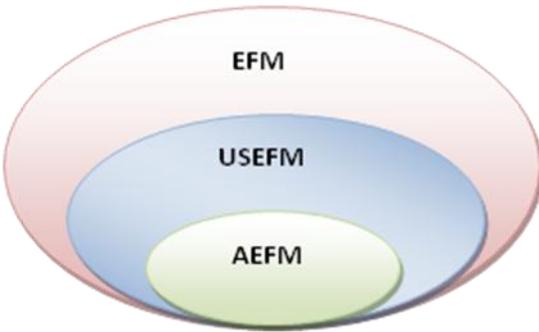
Human Resources Office  
 Through the Mailroom, Chancery  
 American Embassy, Accra  
 P.O. Box GP 194  
 Cantonments – Accra

**POINT OF CONTACT:**

Telephone: 0302-741000  
Fax: 0302-741389  
E-mail: [AccraHRO@state.gov](mailto:AccraHRO@state.gov)

To get a copy of this vacancy announcement, please log on to our website at:  
[http://ghana.usembassy.gov/job\\_opportunities.html](http://ghana.usembassy.gov/job_opportunities.html)

## DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- 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.

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

- US 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.

3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **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 Local Compensation Plan (LCP).

**CLOSING DATE FOR THIS POSITION: Until Filled**

*The US Mission in Accra, Ghana 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.*