

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

<b>1. POST</b> PANAMA	<b>2. AGENCY</b> STATE	<b>3a. POSITION NO.</b> A52750
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**3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK.**     Yes     No

**4. REASON FOR SUBMISSION**

- a. Reclassification of duties: This position replaces  
Position No. \_\_\_\_\_, \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)
- b. New Position
- c. Other (explain) To update duties and responsibilities

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Mechanic-1020	FSN-4	JG	09/19/04
b. Other				
c. Proposed by Initiating Office GSO	Utility Driver			

<b>6. POST TITLE POSITION (if different from official title)</b> Mechanic	<b>7. NAME OF EMPLOYEE</b>
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<b>8. OFFICE/SECTION</b> U.S. Embassy Panama	a. First Subdivision Management Section
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b. Second Subdivision General Services Office	c. Third Subdivision Motor Pool
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<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> <span>Typed Name and Signature of Employee</span> <span>Date(mm-dd-yy)</span> </div>	<b>10. This is a complete and accurate description of the duties and Responsibilities of this position.</b>  <p style="text-align: center; font-size: large;">Carlos Regno</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> <span>Typed Name and Signature of Local Supervisor</span> <span>Date(mm-dd-yy)</span> </div>
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<b>11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.</b>  <p style="text-align: center; font-size: large;">Debra Shea, AGSO</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> <span>Typed Name and Signature of American Supervisor</span> <span>Date(mm-dd-yy)</span> </div>	<b>12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.</b>  <p style="text-align: center; font-size: large;">Mark Perry, MGT</p> <hr style="border: 0; border-top: 1px solid black; margin: 5px 0;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> <span>Typed Name and Signature of Human Resources Officer</span> <span>Date(mm-dd-yy)</span> </div>
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**13. BASIC FUNCTION OF POSITION**  
Incumbent is responsible for the inspection and condition of all State vehicles, including their maintenance and minor repairs. This position reports directly to the Motor Pool Supervisor and indirectly to the Dispatcher.

**14. MAJOR DUTIES AND RESPONSIBILITIES** **% OF TIME**

See attached

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
High school diploma is required.
- b. Prior Work Experience:  
Three to five years of experience as an automotive mechanic is required. One year experience as a driver is required.
- c. Post Entry Training:  
During probationary period, incumbent must take SHEM Training and Safe Driving Training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):  
Level II (Limited Knowledge) Speaking/Reading English is required. Level III (Good Working Knowledge) Speaking/Reading Spanish is required.
- e. Job Knowledge:  
Good knowledge in motor vehicles mechanics is required. Good knowledge of streets and avenues as well as government offices in Panama City. Good knowledge of highway safety rules is required.
- f. Skills, and Abilities:  
Skill in the detection of mechanic problems for sedans and passenger vans is required. Skill in the use of several tools of the trade is required. Good communication skill is required to provide feedback to supervisor. Good interpersonal skills is required. Must have a commercial driver's license. Must know how to drive five types of vehicles (sedan, van, trucks, motorcycles and carts). Must have a 20/20 vision or corrected to 20/20.

## **16. POSITION ELEMENTS**

- a. Supervision Received:  
Under the direct supervision of the Motor Pool Supervisor. Supervised by Dispatcher for daily instructions and guidance when performing driving assignments.
- b. Supervision Exercised:  
None
- c. Available Guidelines:  
Technical manuals, available U.S. Government regulations on security, Post policies and instructions.
- d. Exercise of Judgment  
Maximum as it relates to motor vehicle mechanic, and driving. Must use judgment of which safest routes to take when emergencies arises.
- e. Authority to Make Commitments:  
Limited to mechanics and trip routes.
- f. Nature, Level, and Purpose of Contacts:  
Mechanic shops, motor vehicle mechanics, vehicle part vendors, and secretaries and clerks at GOP Offices. Customs clerks at the airport. In the benefit of the Embassy the mechanic shop and our mission relations should be strictly professional.
- g. Time Expected to Reach Full Performance Level:  
One year.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**65% of time**

Take all State GOVs to the assigned mechanic shop for maintenance/or any other repair required. Perform and maintain inventory of the vehicle parts in stock (i.e., engine oil, power steering fluid, brake fluid, coolant, car care products). (Keys to storage area are controlled by the Dispatcher and should be turned over to the Dispatcher at the end of each day.) The Motor Pool Supervisor and, the Dispatcher will verify all inventories.

- 1- The Mechanic is responsible for the following before bringing vehicles to the auto shops:
- a- Get written quotations (at least three)
  - b- Compare prices
  - c- Get authorization to execute the work/service to be performed.
  - e- When service is complete, perform full inspection to ensure work was done correctly. Make claims if necessary. At the time the Mechanic turns a vehicle to the mechanic shop for any type of repair he should make sure to get a signature from the shop as an evidence that states the condition in which the vehicle was received (with or without any scratches or physical damages). After the shop returns the vehicle, it should be carefully reviewed by the Mechanic to make sure the vehicle was not damaged while in the shop.
  - f- Whenever vehicle parts are replaced, the Mechanic is responsible for requesting the old parts. The old parts should be given to the Supervisor or the Dispatcher before they are disposed of. The Mechanic should maintain a spreadsheet that tracks vehicle mileage, service records, work performed on vehicle and overall condition reports. Once a week, the Mechanic shall give the Dispatcher a detailed report on all vehicle maintenance performed, with indication for how much time was spent on each vehicle. Also the following should be specified:
    - Materials (parts used) with receipts.
    - Time and cost of the job (p/hour)
    - Comments, suggestions if there is any.

30%

- 2- The Mechanic also is responsible for the following in order to perform vehicle maintenance job efficiently:
- A- Request through Dispatcher that all programmed units be turned over the Motor Pool. In some cases he may coordinate directly with the drivers.
  - B- Upon request, supply chauffeurs' with necessary oil (motor, transmission, brakes), and ensure proper account is charged (e.g. ICASS, MSG or State Program).
  - C- Ensure that all batteries are charged.
  - D- Inspect engine, brake systems, suspension systems, and steering systems.
  - E- Inspect tires and change as needed.
  - E- Perform minor repairs and regular mileage service such as:
    - e.1- Change of engine oil, oil and/or fuel filters, air filters, spark plugs, belts, batteries, A/C blower, front lights, directional lights bulbs.
    - e.2- Adjust door locks, seats, screws.
    - e.3- Check that all mirrors internal externals are efficient.
    - e.4- Hose replacement.
    - e.5- Change blades for windshield wipers.
  - F- Every week the Mechanic must conduct a check up of every unit in the pool (8) including the motorcycles, and once a month the other vehicles assigned to other sections reporting detailed findings of abnormalities.
- 3- Assist the Motor Pool Supervisor and Dispatcher as required in the performance of duties in the Motor Pool. 5%

# Computer Aided Job Evaluation (CAJE)

## Job Discussion Help Sheet (JDHS)

### for Job Holders and Supervisors

Current job title Utility Chauffeur

Current series and grade FSN 3 LDP 52747

Mission/Agency/Office U.S. Embassy Panama

ICASS

#### Help sheet drawn up by:

Manager/supervisor Jim Gearhart / George Millard

Incumbent Vacant

Interview date/time/place August 9, 2004

Return form to HR  
Evaluator NLT:

#### Completing this document

The completion of this document will help *you* prepare for the job discussion with the HR Evaluator conducting the job evaluation. It is important that the evaluation of a job is carried out based on complete, accurate and objective data. As the present manager/supervisor (or the incumbent) you can provide valuable information on the types of responsibilities and demands that the job faces. Remember – it is the job that is being evaluated, not personal performance of the job holder. When thinking about the job, presume that the job duties are being performed at the fully successful level. Consider only the regular and recurring job duties and responsibilities, not necessarily events or achievements that are accomplished on a one time only basis.

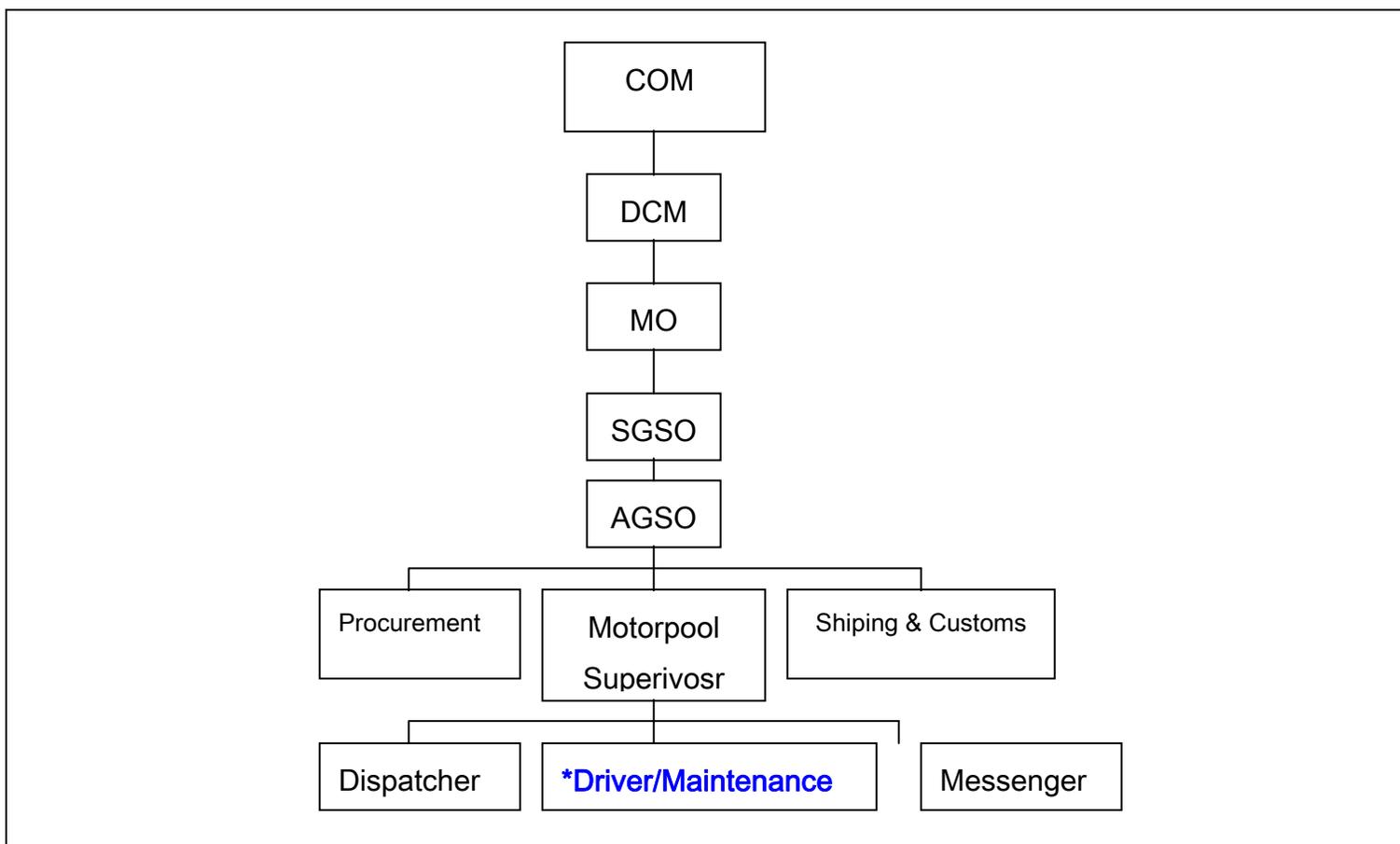
The job discussion help sheet is divided into a number of sections: the position in the organization; the main purpose and duties; and questions corresponding to each of the five CAJE evaluation factors. The five CAJE factors are:

- Responsibility. Considers the extent to which the job controls resources, the amount of discretion the position possesses and the level of advice provided to others.
- Knowledge. Considers the type of knowledge, education, training, experience and skills that is essential to be considered for the job.
- Intellectual skills. Concentrates on the types of intellectually demanding tasks and situations that anyone doing the job must tackle.
- Communication. Records the type and nature of contacts with which the position must communicate in order to do the job effectively.
- Environment. Considers where the job is carried out, the types of potential hazards and physical demands, as well as any unusual work pattern demands.

Please refer to the position description, where appropriate.

Position in the organization

Please draw a simple organization chart (or attach an up to date chart). Please include at least two levels above and below the job. Identify the position being discussed with an asterisk (\*).



*Interviewer's notes*

Main purpose and duties

Please describe, in a sentence or two, the main purpose / essence of the position.

INCUMBENT IS RESPONSIBLE FOR THE CONDITION OF ALL STATE VEHICLES, INCLUDING THEIR MAINTENANCE AND MINOR REPAIRS. DRIVES MEMBERS OF THE MISSION AN OFFICIAL VISITORS TO VARIOUS LOCATIONS IN PANAMA AS DIRECTED BY DISPATCHER/SUPERVISOR. THIS POSITION REPORTS DIRECTLY TO DISPATCHER, INDIRECTLY TO MOTOR POOL SUPERVISOR.

*Interviewer's notes*

Please expand on the main purpose by describing 4 or 5 key aspects of the job. For example, describe the 4 or 5 major "roles" this job has. Exclude duties performed less than 10% of the job holder's time.

- 2- 50% of the time: Take all vehicles to the assigned mechanic shop for maintenance/or any other repair, Perform inventory of the vehicle parts in stock under key with custody of the dispatcher. Keys should be turn over to the dispatcher at end of duty. The Motor pool Supervisor and, the Dispatcher will check all inventories done by the Utility driver.
  
- 3- 25%: The UD also is responsible for the following:
  - A- Request through dispatcher that all units due for service come to the Motor Pool in time.
  - E- Verify the necessity upon chauffeurs request for oil (motor, transmission, brakes), and supply the necessary amount with a charge to the attended vehicle.
  - C- Monitor status of batteries of all cars.
  - E- Perform minor repairs as required, such as:
    - e.1- Change of, belts, batteries, A/C blower, front lights, directional lights bulbs.
    - e.2- Adjust door locks, seats, screws.
    - e.3- Check that all mirrors internal externals are efficient.
    - e.4- Hose replacement.
    - e.5- Change blades for windshield wiper
  
- 3. 25%: Serve as Motor Pool driver when necessary or as assigned by dispatcher.

*Interviewer's notes*

### Responsibility

This factor considers the extent to which the position requires the planning, organization, direction and control of resources (money, people, equipment, supplies, land, buildings, information). Consider the scale of the resources and the authority of the job holder to manage those resources. This factor also considers the freedom to act with which the job holder is expected to have, the advice given and the resulting impact the position has internally and externally.

**Staff/contractors** This question involves information about the “people” resources managed by the job holder. Management and/or supervision of people resources has different dimensions, from guiding others to full supervision. Please indicate the jobs of any staff/contractors controlled, specifying the number of people in each job. Please complete each sub-section where applicable, but avoid double counting. Example: Line Management for 4 employees would not be listed in Daily Work Guidance for the same group of people.

Long term strategic planning of staff. <i>This means planning for an entire workforce in a large organization. This is not actual supervision or traditional line management of staff.</i>	N/a
Line management of staff. <i>This means full administrative and technical supervision of staff. Full supervision implies approval of leave, selection of new employees, applying discipline, and monitoring employee performance. Include the total number in the job holder’s own “chain of command”.</i>	N/a
Project management. <i>This implies management of people in a project setting, where the project has a defined duration. Exclude persons counted in “line management” above.</i>	N/a
Contractors. <i>This means persons outside the job holder’s normal chain of command who may be outside or third-party contractors.</i>	Oversees performance of contracted mechanics and garages. Will be responsible for ensuring mechanics do the proper work and complete work as promised. If work is unacceptable, job holder will notify supervisor, Procurement section, and the GSO as necessary.  Can make recommendations about choice of mechanics or shops with which to conduct business.
Training – delivery of training courses in a formalised learning environment. <i>This means people managed by the job holder in relation to the job holder’s role as a formal Teacher or Instructor.</i>	N/a
Work allocation – eg daily work guidance/supervision. <i>Consider the job holder’s role in giving out work assignments, or giving daily instructions to others, but for whom the job holder does NOT have full supervisory responsibility. Example:</i>	N/a

**Interviewer's notes**

**Other resources**

**For each of the following headings, indicate the type of resources controlled by the position and the nature of that control. Give some indication of overall value for each basic category (or scale of the resource in the case of information).**

<p>Equipment – personal use, repair and maintenance, security, safety, purchase decision, etc <i>Consider tools and equipment, including PCs. Define what the job holder does with the equipment (i.e. user, repairer, purchaser, etc.)</i></p>	<p>Drives sedans, vans, trucks, fork lift.</p> <p>Responsible for the repair and maintenance of all State-owned (i.e., Program and ICASS) vehicles. This includes 27 vehicles, worth on average \$22,000 each. (total value: \$594,000). Job holder will ensure all vehicles receive routine maintenance, and that vehicle repairs are done quickly and correctly.</p>
<p>Expendable supplies – issue/receive, determine supplies levels, purchase supplies, etc <i>Consider office supplies or other work supplies, the way in which the job holder deals with them. Estimate the value of goods held at any one time. Example:” orders monthly office supplies of \$250 per month”</i></p>	<p>N/a</p>
<p>Buildings/land – security, maintenance/refurbishment, sell/purchase decision, etc</p>	<p>N/a</p>
<p>Financial matters – handling cash, formulating, monitoring or managing budgets, etc. <i>Consider the role of the job holder with respect to cash, funds, budgets or accounts. Define the role and the amounts involved.</i></p>	<p>As driver: Can take cash or checks for payments to different offices. Responsible for controlling minimal amounts of cash or gas coupons and corridor cards as issued by the dispatcher.</p> <p>As maintenance: may receive petty cash to make small purchases or minor repairs. Advance typically would not exceed \$100.</p> <p>Will operate with garages where embassy has a line of credit. Repairs would not go forward without</p>

	higher authorization, however.
Information – upkeep, access/security, management of information resource, etc. <i>Consider the job holder’s responsibility for files, databases, records or controllable information items. Provide examples of the type and volume of information resources used, maintained or managed.</i>	Accurate files of maintenance and repairs of all State (i.e., ICASS and Program) vehicles.
Contracted out goods and services – contract support, management, negotiation, etc. <i>Does the job holder have a responsibility for contracted out (outsourced) goods and services. Define the role responsibility and the amount involved. Example: Serves as COTR for window cleaning service contract.</i>	See discussion above.  As maintenance, job holder essentially will be responsible for certifying that all maintenance and repair of vehicles is acceptable.

**Advice / recommendations**

**If the position is required to provide advice to others inside or outside of the organization, please indicate the type of advice given and the recipients. Consider advice and recommendation that the job holder is responsible for providing to subordinates, colleagues, clients or management. Provide good examples of the kind of advice and recommendations that are required of the job holder on a regular basis.**

Drivers makes sure passengers buckle up seat belts. If changes in routes or requests for additional, previously not approved destinations, he contacts dispatcher for approval or instructions for passengers.

Within section: will recommend a routine maintenance schedule for vehicles. Will recommend what repairs need to be made. Can recommend vendors or brands to be used.

Outside section: will advise how repairs should be done.

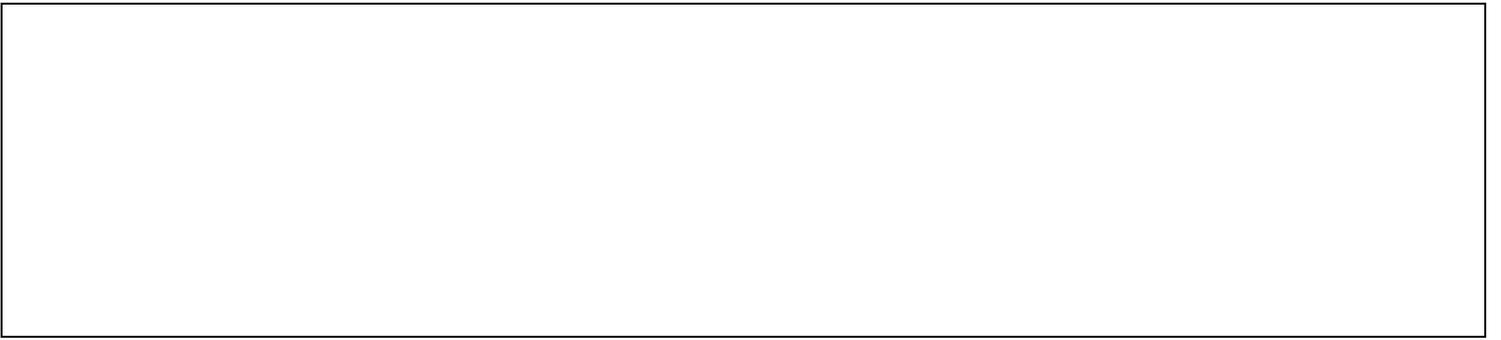
***Interviewer’s notes***

**Knowledge**

Consider the essential education, training, experience and skills that a person must possess in order to do the job. This may be different from those that the incumbent actually possesses. *Think about the “know-how” requirements as if the position were undergoing recruitment. Consider the minimum requirements to perform job duties at a fully successful level.*

<p>Knowledge of the organization, external environment and/or specialist field <i>1. What does the job holder have to know about the agency/Mission/Section? 2. What does the job holder have to know about the host country/region? 3. What kind of subject matter knowledge is required, independent of internal procedures or USG policies?</i></p>	<ol style="list-style-type: none"> <li>1. Familiarized with Embassy structure &amp; personnel, VIPs &amp; GOV officials. Assures how information on Tickets relates to ICASS procedures.</li> <li>2. Has to know layout of roads, streets &amp; cities. Also needs an appreciation of the quality of mechanic work in Panama, and of the availability of parts.</li> <li>3. Knowledgeable car mechanic, should be familiar with the makes and models of cars used at the embassy. Should understand shop manuals, maintenance records, etc.</li> </ol>
<p>Education <i>The minimum academic requirement, include the level and the type. Examples: Completion of secondary schooling in general studies; Bachelors Degree in Nursing</i></p>	<p>Secondary school graduate. (12 grade).</p> <p>Completed (i.e., certified) training as a vehicle mechanic</p>
<p>Training / membership of professional body <i>What kind of occupational training is required? Include specialized job training. Examples: safe driver training, word processing training, software applications training, procedural training (Consular or Admin training), cashier training, etc.</i></p>	<p>Certified vehicle mechanic by an organization recognized either by Panama or the United States.</p> <p>Driving skills &amp; training.</p> <p>SHEM training.</p>
<p>Previous experience <i>Specify the minimum months or years of prior job-related experience, and the type of experience. Examples: 3 years trades and crafts; 5 years accounting; 1 year general clerical, etc. If prior supervisory experience is required, specify the minimum number of months/years required that is beyond job related experience: Example: 1 year previous supervisory experience in addition to 3 years journeyman level experience.</i></p>	<p>Two years as a vehicle mechanic, fleet maintenance technician, or related occupation.</p> <p>Two (2) years driving experience.</p> <p>Valid drivers license.</p>

**Interviewer's notes**



### Intellectual skills

Considers the extent to which the position demands the analysis and evaluation of information in order to formulate conclusions, ideas or judgements. Please indicate the types of problems the position has to solve, the degree of future planning required and the need for innovation. Please provide examples.

<p>Problem solving <i>Identify the typical problems that the job holder is expected to resolve independently. Provide examples of most common problems solved by job holder regularly, and an example of most difficult problem solved.</i></p>	<p>Must be able to make a preliminary assessment of car problems, and determine what kind of work needs to be done. Should be able to make simple repairs, as needed (e.g., replace belts, hoses, filters).</p> <p>Changes in routes due to traffic accidents or passenger's request.</p> <p>Unexpected damage of vehicle.</p> <p>What to do if passenger asks for services (causing OT) that were not previously approved.</p>
<p>Planning ahead <i>Think about the job holder's work horizon, i.e. how far in advance the job holder must plan his/her own activities?. Example: "The technician plans own work at least 3 days in advance; The Accounting Chief must plan the work unit tasks at least quarterly"</i></p>	<p>For maintenance, roughly three months to plan a regular maintenance schedule for all vehicles.</p> <p>assignment.</p> <p>Will have to coordinate vehicle assignments with Dispatcher. That is, will need to anticipate what cars will be needed to fill in for other vehicles in the shop. In this case, the activity plan is roughly one week long.</p> <p>As a driver, work-plan is one or two days. May need to preview a planned driving route if job-holder is unfamiliar with the area of a driving.</p>
<p>Innovation. <i>Think about the opportunity and/or need to develop new approaches, procedures, designs, plans, guidelines. Examples: "must design new configurations for LAN"; "must adapt agency regs into internal SOPs"</i></p>	<p>Recommend shorter routes, saving gas/oil consumption.</p> <p>Must use a record-keeping system to track maintenance record of all vehicles.</p>

***Interviewer's notes***

### Communications

Considers who the position communicates with, both within and outside of the organization, and the nature of the communication. For each key contact, please indicate the purpose of the contact and the type of information communicated. Identify if any specialized communication skills are required. (*Examples: Counsels victims of assault; Refers callers to offices; Delivers speeches to conferences; Explains scientific data to non-experts; Interviews claimants for benefits; Calms down agitated customers*)

Receives requests to examine vehicles from Motor Pool Dispatcher. When the vehicle is assigned to another section, request still will come to the Dispatcher via e-mail or phone, and Dispatcher will pass on information to the job holder.

Advises requestors—e.g., office with a vehicle down, or the Dispatcher—of problems faced, recommends solutions.

Interacts with Procurement section in arranging repairs at a particular mechanic.

With mechanics and vendors, works with technicians and mechanics to ascertain the problem, devise best solution, and to ensure work is completed promptly. Any difficulties are referred up the job-holder's chain of command.

Answers/explains/clarifies passenger questions.

Personal contact with secretaries or office managers for driving instructions.

Attention to VIPs, travellers.

Communicate with dispatcher for reports or needs arising while on duty.

Communicates with supervisor for administrative questions ref: AL or SL—vehicle repairs and Preventive Maintenance.

### ***Interviewer's notes***

Environment

Considers the physical environment in which the job holder operates. It also considers any job related physical or psychological demands. Identify any job-related particular hazards that exist. Please be specific, including frequency and/or duration where appropriate.

Job location. <i>Identify the primary location of the work, and any secondary locations.</i>	Public streets & roads.  Main base-Junet building
Potential job related hazards. <i>Exclude hazards that may apply to all staff in the country/city.</i>	Drives in tight traffic. (bumper to bumper)  Drivers under heavy rain.  Accidents.
Physical demands or Psychological demands. <i>Examples: heavy lifting; repetitive work; job related mental stress.</i>	Mental stress while driving.  Attends dispatcher's instruction on last minute requests.  Mental stress from high expectations of customers. Customers will expect assessments to be exact, repairs to be completed quickly, and the problem to be solved permanently.
Unusual work pattern demands – frequent travel, working away from duty station, rotating shift work, etc	Drive for AMB, DCM or MSG when needs arise.  Duty rotates every week, time, base location, shuttle duty, many last minute requests for OT work.  Fairly frequent time out of Panama City.  Sometimes long work hours, especially as trips outside the city.

***Interviewer's notes***

Other

Are there any other features of the position which should be noted?

This is a new position. We have proposed it to serve both as a driver and to oversee the condition of the motor vehicle fleet. The job-holder will have to track the performance records of all State

DS-298 (formerly OF-298)

08-2003

vehicles, including review of daily vehicle sheets. The GSO and Motor Pool Supervisor will expect a high degree of analytical ability from the job-holder when he/she is assessing vehicles. We see this more of an oversight position than someone who will do much actual repairing. We will not expect this job holder to make extensive repairs. He will oversee outside vendors, to ensure they make all service and repairs properly since the embassy has no vehicle shop and historically has used commercial mechanics for repairs and service.

***Interviewer's notes***

***Drivers may be called to work as Driver of EXO and MSG when needed and when working on weekends problems may arise.***