

# INTERAGENCY FOREIGN SERVICE NATIONAL 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> A52522
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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) Reflect new duties and responsibilities

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Realty Assistant, 820	FSN -7; FP-7	MM	12/17/09
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Leasing Assistant	<b>7. NAME OF EMPLOYEE</b>
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<b>8. OFFICE/SECTION</b> US Embassy	a. First Subdivision Management Section
b. Second Subdivision General Services Office	c. Third Subdivision Leasing Unit

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
<p>_____</p> <p style="text-align: center; font-size: small;">Typed Name and Signature of Employee      Date(mm-dd-yy)</p>	<p>Helen Ung</p> <p>_____</p> <p style="text-align: center; font-size: small;">Typed Name and Signature of Local Supervisor      Date(mm-dd-yy)</p>

<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>	<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>Carolee A. Cooper</p> <p>_____</p> <p style="text-align: center; font-size: small;">Typed Name and Signature of American Supervisor      Date(mm-dd-yy)</p>	<p>Mark X. Perry</p> <p>_____</p> <p style="text-align: center; font-size: small;">Typed Name and Signature of Human Resources Officer      Date(mm-dd-yy)</p>

**13. BASIC FUNCTION OF POSITION**

Contact Realtors and building Administrators to locate units suitable for addition to the housing pool. Administrative duties including maintenance of the RPA report, preparation of legal documents written. Communications with landlords, apartment administrations, maintenance of lease files, and correspondence. Must drive a USG vehicle in the performance of duties. Other job related duties as assigned by supervisor.

<b>14. MAJOR DUTIES AND RESPONSIBILITIES</b>	<b>% OF TIME</b>
See attached	

## 15. Qualifications Required For Effective Performance

- a) Education: At least two years college in business related field is required.
- b) Prior Work Experience: Two years working in a government office or private industry with organizations dealing with the public and customers is required or one year of real estate or related business experience is required.
- c) Post Entry Training: Training on the U.S. Government and local Post Housing Policy, Real Property Application computerized reports, the standard U.S. Government format and lease waiver procedures.
- d) Language Proficiency: Level III (Good Working Knowledge) Speaking/Reading/Writing English language is required. Level III (Good Working Knowledge) Speaking/Reading/Writing Spanish language is required.
- e) Job Knowledge: A General Understanding of general procedures and ability to write business letters is required. Must have a good knowledge of the local housing market, laws and policies of host country and the technical expertise to select and lease prospective additions to the pool.
- f) Skills and Abilities: Excellent "people skills" and sensitivity is required. Must possess Microsoft Suite skills are required. High level of customer sensitivity is required. Must possess negotiation skills. Must be able to drive and must possess a valid Panamanian driver's license type C.

## 16. POSITION ELEMENTS

- a) Supervision Received: Direct Supervision provided by the Leasing Supervisor. Indirect supervision provided by both the A/GSO and S/GSO.
- b) Available Guidelines: 15 FAM, Post Housing Handbook, and the FAR. Verbal and written instructions from Leasing Supervisor.
- c) Exercise of Judgment: When determining quality of possible residences, locations, amenities, etc.
- d) Authority to Make Commitments: All financial commitments must be approved by the S/GSO or A/GSO. The incumbent may make commitments for service from internal resources for minor maintenance request.
- e) Nature, Level and Purpose of Contacts: Landlords, rental agents and contractors. Internally with management staff and direct hire Americans and dependents.
- f) Supervision Exercised: None
- g) Time expected to reach Full Performance Level: 6 months

## 14. MAJOR DUTIES AND RESPONSIBILITIES

1. Contact Realtors and building administrators to locate units suitable for addition to the housing pool. 30%

Incumbent must have contact with realtors, landlords and building administrators in making all the arrangements necessary to acquire, preparing the lease documentation, and assuring lease payments for leased housing units in the Mission housing pool. Decisions by the Post General Services Officer and the Mission Housing Board are made in accordance with the recommendations of the Leasing Unit. Therefore, the incumbent must have a good knowledge of the local housing market and the technical expertise to select and lease prospective additions to the pool.

2. Administrative duties including maintenance of the RPA report, preparation of legal documents written. 25%

The incumbent is responsible for the preparation of documentation for lease amendments, lease terminations and lease extensions ensuring that all documents are properly executed. Prepares lease waiver requests. Conduct final inspections of residential space with the Maintenance staff and RSO representative to ensure that the housing unit meets Mission standards and unique requirements of the assigned occupant. Arrange for electrical services (electrical and water). Conduct final inspections of residential space with the Maintenance staff to ensure property is returned in acceptable condition.

3. Communications with landlords, apartment administrations, maintenance of lease files, correspondence. 25%

Telephone contacts regarding leases, utilities, and building administrators. Written communications regarding utility invoices, and billing instructions. Face-to-face contact regarding the signing of leases, discussions with landlords and administrators.

4. Must drive a USG vehicle in the performance of duties. 10%

5. Due to the volume of work in this section the incumbent serves as the only back up for the Leasing Supervisor and acts on her own in many cases fulfilling the full range of Realty Assistant duties. Other job related duties as assigned by supervisor. 10%

# Computer Aided Job Evaluation (CAJE)

## Job Discussion Help Sheet (JDHS)

### for Job Holders and Supervisors

Current job title Realty Assistant

Current series and grade FSN-820 / FSN-6

Mission/Agency/Office U.S. Embassy Panama/State/GSO (Leasing Unit)

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#### Help sheet drawn up by:

Manager/supervisor GSO – Carolee A. Cooper

Incumbent vacant

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Interview date/time/place December 9, 2009

GSO Office

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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:

- f. 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.
- g. Knowledge. Considers the type of knowledge, education, training, experience and skills that is essential to be considered for the job.
- h. Intellectual skills. Concentrates on the types of intellectually demanding tasks and situations that anyone doing the job must tackle.
- i. Communication. Records the type and nature of contacts with which the position must communicate in order to do the job effectively.
- j. 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 (\*).

- Management Counselor
- S/GSO or A/GSO
- Realty Assistant Supervisor
- Realty Assistant\*
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### *Interviewer's notes*

*Position reports to the leasing unit supervisor and is the only back up in her absence.*

## Main purpose and duties

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

Contact Realtors and building administrators to locate units suitable for addition to the housing pool. Administrative duties including maintenance of the RPA report, preparation of legal documents written. Communications with landlords, apartment administrations, maintenance of lease files, and correspondence. Must drive a USG vehicle in the performance of duties. Other job related duties as assigned by the supervisor.

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.

1. Contact Realtors and building administrators to locate units suitable for addition to the housing pool. 30%

Incumbent must have contact with realtors, landlords and building administrators in making all the arrangements necessary to acquire, preparing the lease documentation, and assuring lease payments for leased housing units in the Mission housing pool. Decisions by the Post General Services Officer and the Mission Housing Board are made in accordance with the recommendations of the Leasing Unit. Therefore, the incumbent must have a good knowledge of the local housing market and the technical expertise to select and lease prospective additions to the pool.

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3. Communications with landlords, apartment administrations, maintenance of lease files, correspondence. 25%

Telephone contacts regarding leases, utilities, and building administrators. Written communications regarding utility invoices, and billing instructions. Face-to-face contact regarding the signing of leases, discussions with landlords and administrators.

4. Must drive a USG vehicle in the performance of duties. 10%

### *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

<p>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></p>	N/A
<p>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></p>	N/A
<p>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></p>	N/A
<p>Contractors. <i>This means persons outside the job holder’s normal chain of command who may be outside or third-party contractors.</i></p>	N/A
<p>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></p>	N/A
<p>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: Team Leader or Work Leader role</i></p>	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).**

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>	Car user; computer user; fax machine user; cellular phone user; digital camera user; photocopier user; printer user; calculator user.
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>	Requests office supplies as needed around \$ 200.00 per month.
Buildings/land – security, maintenance/refurbishment, sell/purchase decision, etc	N/A
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>	N/A
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>	Responsible for the 110 Residential/office database and files. Maintains the RPA files, Housing occupant list, Landlords general information.
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>	N/A

**Interviewer’s notes**

**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.**

Provide information/advice to the GSO and the Leasing Supervisor about the real estate market, properties available and prices. Provide information to the Leasing Supervisor to help determine whether we should terminate a contract or whether we should re-negotiate it.

Communicate our concerns, requirements and expectations to landlords, contractors, and landlord representative. Needs to remind/advise all involved of the requirements to maintain quality and secure residences to our American staff.

Advise American staff and residents on expectations and progress of residence availability.

**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>	<p>Decisions by the Post GSO and the Mission Housing Board are made in accordance with the recommendations of the Leasing unit. Therefore, the incumbent must have a good knowledge of the local housing market, laws and policies of host country and the technical expertise to select and lease prospective additions to the pool.</p> <p>A complete understanding of US Government and Post Housing policies, and electronic reports. A complete understanding and good working knowledge of a lease format, and lease waiver procedures. A good understanding of business procedures and the ability to write business letters.</p> <p>A high level of knowledge of the 24 different agencies under the Mission, and their admin management procedures. Good knowledge of every officer position, their grades and family composition.</p> <p>Strong interpersonal skills to handle frequent, and some times contentious contact with local citizens and the Mission American personnel.</p>
<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>At least two years college in business related field.</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>Training on RPA software application</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</i></p>	<p>Two or more years of experience working in a governmental office or private industry with organizations that deal with the public customer service.</p> <p>A year of real estate or related business.</p>

<p><i>beyond job related experience: Example: 1 year previous supervisory experience in addition to 3 years journeyman level experience.</i></p>	
<p>Language and other essential skills <i>Specify the minimum host country language and English language requirements in order to perform job tasks at fully successful level. Level 1: Rudimentary; Level 2: Limited Knowledge; Level 3: Good working knowledge; Level 4: Fluent; Level 5: Credentialed Professional Translator/Interpreter</i></p>	<p>Level 4 proficiency (Speaking, Writing and Reading) in Spanish language and Level 4 proficiency (Speaking, Writing and Reading ) English language.</p> <p>Negotiation skills.</p> <p>Excellent people skills and sensitivity.</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>Complaints from occupants regarding Housing issues.</p> <p>Coordinate the entrance of embassy personnel, security officer, maintenance crew, cleaning crew, landlords, and inspectors to the unit under repairs.</p> <p>Offer options to tenants about possible ways to solve different problems.</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>At least one week in advance when coordinating visit and appointments with landlords, building administrators, realty companies.</p> <p>At least 3 months in advance for locating new units.</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>Ways to contact landlords or real estate agents easier.</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)

Skills used in communications with:

Landlords, real estate agents – A high level of human relationship and diplomacy is required. – Schedule appointments to visit and inspect the housing unit, coordinate electricity installations and lease related actions.

Embassy employees - relay information, solve problems, schedule appointments, offer solutions, calm down agitated customers, provide regular feedback.

S/GSO, A/GSO and Realty Assistant – communicate work being done, new information received, emergency situations, possible new residences proposed, ask for advice.

Maintenance and warehouse staff - request assistance in inspecting property, moving appliances and furniture, installing appliances and safety equipment.

Procurement - request petty cash and procurement assistance (locksmith, alarms, etc.)

RSO - request security surveys, discuss security upgrades/recommendations, provide updates as make readies and security upgrades are underway.

## 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>	Primary: Housing office Secondary: residential units
Potential job related hazards. <i>Exclude hazards that may apply to all staff in the country/city.</i>	Possible injuries caused by inspecting housing units; especially those under construction. A lot of time on the road, increases risk of a vehicle accident.
Physical demands or Psychological demands. <i>Examples: heavy lifting; repetitive work; job related mental stress.</i>	Job related mental stress  Leasing is a crucial morale issue; incumbent easily can become the focus of anger or frustration. Acting as interlocutor between landlord and tenant can become frustrating.
Unusual work pattern demands – frequent travel, working away from	Constant demand for checking residential units, inspect units in our inventory or potential new leases. This requires the use of a vehicle

duty station, rotating shift work, etc	and being away from the office for extended periods of time. Intense demands during rotation seasons (i.e. May-August, primarily)
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*Interviewer's notes*

**Other**

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

The incumbent is the only back up of the Leasing Supervisor charged with the management of the Mission Housing Program, which involves all leased properties in the Housing Pool. The program involves locating, leasing, preparation for occupancy, and landlord-maintenance liaison preparatory to assigning American direct hire personnel and their families to housing in the Mission housing pool. Due to the volume of work in this section, the incumbent acts on her own in many cases fulfilling the full range of the Housing Assistant duties.

*Interviewer's notes*