

**HUMAN RESOURCES NOTICE
VACANCY ANNOUNCEMENT
ANNOUNCEMENT NUMBER: 10-33**

OPEN TO: All Interested Candidates

POSITION: Telephone Operator (Receptionist), FSN-4**; FP-AA*

OPENING DATE: July 6, 2010

CLOSING DATE: July 20, 2010

WORK HOURS: Full time; 40 hours/week

SALARY: * Not-Ordinarily Resident (NOR): US\$24,156 p.a. (Starting salary)
(Position Grade: FP-AA to be confirmed by Washington)

**Ordinarily Resident: US\$10,412 p.a. (Starting salary)
(Position Grade: FSN-4)

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

NOTE: AN ELIGIBLE FAMILY MEMBER DOES NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

The U.S. Embassy in Panama is seeking an individual for the position of Telephone Operator (Receptionist) in the Telephone & Radio Support Unit.

BASIC FUNCTION OF POSITION

The incumbent will serve as Telephone Operator to provide telephone call processing to the Embassy and associated agencies and regional officers. Incumbent will provide information to inquiries via telephone.

Incumbent will also act as the first contact of the Embassy for any visitor and provide information assistance for visitors. Incumbent will also receive and distribute invoices, notices, and miscellaneous correspondence as necessary.

A copy of the complete position description listing all duties and responsibilities is available on the Human Resources website: http://panama.usembassy.gov/job_opportunities.html

QUALIFICATIONS REQUIRED

NOTE: Although some of the information has been provided in your application or resume, all candidates must still address each qualification/requirement detailed below,

with specific and comprehensive information supporting each item, on a separate sheet of paper.

1. Education: High school diploma is required.
2. Experience: One (1) year experience as receptionist or as telephone console operator is required.
3. Language: Level III (Good Working Knowledge) Speaking/Reading English language is required. Level III (Good Working Knowledge) Speaking/Reading Spanish language is required. (Testing will be conducted to determine the qualifications).
4. Job Knowledge: Must know how to use Microsoft applications. (Testing may be conducted to determine the qualifications).
5. Job Knowledge: Must possess basic knowledge to operate, isolate and trouble shoot minor repairs of different types of telephone consoles.
6. Skills and Abilities: Must possess excellent customer service skills that go far beyond the duties and responsibilities of the positions such as to calm tempers when upset customers call on visa and federal benefits issues and all other issues.

SELECTION PROCESS

When fully qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans are given preference. Therefore, it is essential that candidates address the required qualifications above in the application, including mentioning USEFM or veteran status.

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 US Citizens 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. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised position 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 U.S. Federal Employment OF-612; or
a current resume or curriculum vitae that provides the same information as an OF-612; plus
2. Candidates who claim U.S. Veterans preference must provide copy #4 of their Form DD-214 with their application, and
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office – Vacancy Announcement No. 10-33
NEC Building # 783
Demetrio Basilio Lakas Avenue
Monday through Friday from 8:00 a.m. to 12:00 noon
2:00 p.m. to 4:00 p.m.
Friday from 8:00 a.m. to 12:00 noon

or

Via email to: panamaembjobs@state.gov

POINT OF CONTACT

Human Resources Office
FAX: (507) 207-7011
Email address: panamaembjobs@state.gov

DEFINITIONS

1. 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,
 - The Spouse or the domestic partner as defined in 3 FAM 1610 of the sponsoring employee, or a child of the sponsoring employee, who is unmarried and at least 18 years old; and
 - Listed on the travel orders of a direct-hire Foreign, Civil uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority 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 (ISMA) location Authorized under 3 FAM 3232.2.
2. 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.

3. 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 U.S. 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 U.S. 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 LCP.

CLOSING DATE FOR THIS POSITION: July 20, 2010

All applications must be received in the Human Resources Office by the closing date of the announcement.

The US Mission in Panama 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.

Clearance: WTalley
TCarpenter
TVenson
MDeVega