

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST Panama	2. AGENCY State	3a. POSITION NO. A52326
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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) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Travel Assistant, 910	FSN-8; FP-6	MM	02/08/10
b. Other				
c. Proposed by Initiating Office GSO	Travel Coordinator	FSN-8		

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision GSO Section
b. Second Subdivision Travel Unit	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Typed Name and Signature of Employee Date(mm-dd-yy)	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)
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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. JAMES KUEBLER _____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	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. MARK X. PERRY _____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)
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13. BASIC FUNCTION OF POSITION
The primary purpose of this position is to serve as the Travel Coordinator for Embassy Panama. The incumbent oversees the Travel Management Center, act as Contracting Officer Representative (COR) for the Travel Management contract and provides a range of travel services to Mission employees. Reports to the General Service Officer and advises Mission personnel on Post policies regarding official travel, USG travel regulations, airlines and host government rules. Expedites official travelers through airport formalities and serves as Management point of contact for VIP visits.

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

See attached

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
Two years of college studies or university is required.
- b. Prior Work Experience: Two to Four years of progressively responsible experience in customer service in either a commercial travel field (Travel Agency or Airline Company) or with the U.S. Government is required.
- c. Post Entry Training: On the job training. Upon entry on duty, incumbent is required to take the following courses: Travel Policies and Procedures at Post (PA-244), Travel Preparation and Regulations (PK-195), E2 Solutions Arranger (PK-196) and Travel Policy, Regulations and Allowances.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):
Level III (Good Working Knowledge) Speaking/Reading/Writing English. Level III (Good Working Knowledge) Speaking/Reading/Writing Spanish.
- e. Job Knowledges: Must possess knowledge of internet-based travel guides and Official Airline Guide (OAG). Must be familiar with reservation and ticketing procedures. Must possess knowledge of airport customs and immigration procedures.
- f. Skills and Abilities: Good Microsoft Suite and customer service skills. Must be able to deal tactfully, yet effectively, with all levels of personnel, including embassy personnel, host country officials and VIP visitors. Ability to read and interpret travel regulations. Ability to work under pressure. Ability to work in a team environment. Communicate effectively and exercise sound judgment. Establish and maintain contacts.

16. POSITION ELEMENTS

- a. Supervision Received: Supervised by General Service Officer.
- b. Supervision Exercised: None. Provide guidance to two travel agents.
- c. Available Guidelines: Standardized regulations, Foreign Travel regulations, Joint Travel Regulations, Department of State Travel Regulations (3 FAM, 6 FAM, 14 FAM), Airline guides and Customs/Immigration regulations and policies.
- d. Exercise of Judgment: Must exercise good judgment when providing travel regulations advice and when clearing VIP visitors through local airport customs.
- e. Authority to Make Commitments: None.
- f. Nature, Level, and Purpose of Contacts: Must deal effectively with people at all levels. Working level contact with airport customs/immigration personnel and Ministry of Foreign Affairs
- g. Time Expected to Reach Full Performance Level: 12 Months.

14. Major Duties and Responsibilities

% of time

1. Travel Arrangement

55%

Responsible for ensuring quality service for official travelers for ICASS subscribed agencies. Prepares travel authorizations, or arranges for this to be done by others, and advises Mission staff of their entitlements in a wide variety of travel situations, including TDY, Rest & Recuperation (R&R), Educational Travel, Educational Allowance, Children of Separated Parents, Medical Evacuation, Invitational Travel, Emergency Visitation Travel (EVT), etc. Oversees and serves as Contracting Officer Representative (COR) for the Travel Management contract. Acts as liaison with the TMC and ensures that all travel arrangements meet requirements and conform to relevant regulations of the serviced agency and US Government. Create and maintain accurate files and records of Official travel requests for all agencies. Ensure accurate filing of all official travel documents. Review TMC reports to ensure that USG contract fares and post fare policies are correctly charged. Prepare correspondence, cables, and reports concerning travel matters. Develops and maintain key contacts with airline personnel, airport personnel, including airport and civil aviation authorities and immigration officials in connection with travel formalities and ticketing. Prepares diplomatic correspondence, memoranda, travel related documents (e.g., Special airport access for A&T personnel and airport security passes)

2. VIP Visits

20%

Visits include SecState, CODELS, Staffdels, State Department and other agency officials at A/S and above. Act as liaison between control officer and Management section during visits. Reviews all unclassified incoming country clearance cables and tasks appropriate section within Management to ensure visit support efforts are adequately staffed, properly executed and fully documented. Coordinate with control officer regarding scheduling, vehicle requirements, control room staffing, VIP baggage delivered to and picked up from rooms, official or diplomatic passports processing and other special requests.

3. Expeditor

20%

Expedites arriving and departing VIP travelers through airport formalities and performs related travel services according to ICASS service standards. Accompany incoming/outgoing VIP visits at the airport to include assisting them through customs and immigration formalities. Work with airlines to

retrieve lost baggage when necessary and delivers when found. Make the necessary arrangements with TMC to confirm flight reservations. Requests reservation of the VIP lounge from airport authorities when necessary. Obtain cooperation in the resolution of travel problems from airport officials. Develops and maintains a wide range of working contacts with airlines personnel to facilitate last minute travel reservations and ticketing. Ensure rapid emergency action for Medical Evacuations on short notices. Act as expeditor for any official traveler when requested.

4. Other related duties as assigned.

5%