



U.S. Department of State
**INTERAGENCY POST ELIGIBLE FAMILY MEMBER (EFM)
 POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. Post Belmopan, Belize		2. Agency Department of State		3a. Position Number 97 - 019838
3b. Subject to identical positions? Agencies may show the number of such positions authorized and/or established after the "yes" block. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces Position Number _____, Title _____ Series _____ Grade _____ <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain) Updated duties				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Management Secretary FSN-06	06		
b. Other				
c. Proposed by Initiating Office				
6. Post Title Position (if different from official title) N/A		7. Name of Employee		
8. Office/Section Management Section		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position.		10. This is a complete and accurate description of the duties and responsibilities of this position.		
_____ Typed Name and Signature of Employee Date(mm-dd-yy)		_____ Typed Name and Signature of Supervisor Date(mm-dd-yy)		
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.		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.		
_____ Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy)		_____ Typed Name and Signature of Management or Human Resources Officer Date(mm-dd-yy)		
13. Basic Function Of Position Incumbent serves as the principal clerical and administrative support for the Management Section by carrying out and coordinating all related support activities for the section. This includes answering the telephone, screening visitors, typing, scheduling appointments, drafting cables and correspondence, distributing cables, reviewing outgoing correspondence and reports for format and grammar etc., and file management. Processes medical insurance and social security claims for all Locally Employed Staff.				
14. Major Duties And Responsibilities _____ % OF TIME (Continued on attached sheet)				

15. Qualifications Required For Effective Performance

a. Education

High school education is required.

b. Prior Work Experience

Two years of progressively responsible secretarial, clerical, or administrative experience is required.

c. Post Entry Training

Customer Service, Semi-advanced Word Processing Training (Access, Outlook), Basic Management Skills, On-line Training: Sharing Folders, Schedules, and Contacts Using SharePoint Data in Outlook 2003, SharePoint 2007 Essentials, and Creating/Managing Personal Sites and Searches in SharePoint 2007.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).

Level IV (Fluent Working Knowledge) Speaking/Reading/Writing English is required.

e. Job Knowledge

Knowledge of office and file management procedures is required.

f. Skills and Abilities

Ability to type at least 40 words per minute is required. Excellent working knowledge of Microsoft Word, Outlook, Excel and PowerPoint is required.

16. Position Element

a. Supervision Received

Incumbent is directly supervised by the Management Officer.

b. Supervision Exercised

None.

c. Available Guidelines

Department of State regulations, familiarity with the Intranet. Should have knowledge of any aspect of Management Office (General Services Office, Human Resources, Financial Management Office, Community Liaison Office, Information Resource Management, Facilities Maintenance, and Health Unit).

d. Exercise of Judgment

Should be able to work with minimal supervision.

e. Authority To Make Commitments

Incumbent has the authority to commit the Management Officer to scheduled appointments, meetings and other non-financial commitments.

f. Nature, Level, and Purpose of Contacts

All levels of personnel within the Embassy, including Chief of Mission, Deputy Chief of Mission, Section Chiefs and Foreign Service Officers, contacts with Government of Belize Officials and private sector, Department of State personnel such as Post Management Officer, Overseas Buildings Operations officials, Charleston Financial Service Center personnel, Office of Allowances personnel, Housing Office, Regional Officers (Regional Financial Management Officer, Regional Human Resources Officer, Regional Facilities Management Officer) and FSN contacts in other Embassies.

g. Time Expected to Reach Full Performance Level

One year.

14. MAJOR DUTIES AND RESPONSIBILITIES

Office Management/Core Secretarial Duties

20% OF TIME

Incumbent controls access to the Management Office; assists visitors and callers when possible, providing the necessary service or information, and refers them when necessary, to the Management Officer, Human Resources, General Service, Facilities Maintenance, Medical, Information Management or Financial Management Offices. Maintains background information on a variety of subjects to assist the Section, visitors and callers with administrative matters. Performs some programmatic tasks independently, such as contacting local government at all levels to relay information requested from the Management Office, and responding to questions of a factual nature through file references. Collects information and prepares documents for meetings. Screens calls, maintains calendar and schedules appointments for the Management Officer.

Information Management

10% OF TIME

SharePoint – Maintains the SharePoint site for the Management Section. Serves as post's intranet SharePoint administrator for the section with duties including adding and modifying content, managing users and groups, creating and deleting schedules/contacts and customizing the site.

Correspondence/Document Preparation

10% OF TIME

Incumbent distributes all incoming correspondence and cables. Reviews incoming cables and correspondence routed to the Management Section, determining what can be handled and what must be routed to supervisor. Assists with reviewing and formatting correspondence and cables prior to obtaining the clearance of the Management Officer. Routes and tracks correspondence and taskings and follows up with staff members to insure that various commitments made (at meetings, for example) are met. Routes remaining correspondence, inquiries etc. to the appropriate employees within the Section. Prepares routine responses to inquiries.

Incumbent retrieves daily mail from the mailroom and also delivers mail/correspondences from the Management Section to other offices within the Embassy.

Incumbent prepares, distributes, and maintains Staff Announcements and Management Policies. Maintains official files.

Prepares employment/salary verification letters for Locally Employed Staff.

Incumbent prepares Embassy closure cables and Staff Announcement for Annual Holiday Listing.

Incumbent prepares training request nomination cables for the Management Section.

Incumbent scans routine correspondence as requested by members of the Management Section.

Updates the designation listing semi-annually.

Updates the diplomatic listing (employees and residential listing) semi-annually.

Updates the master duty free and check cashing listing and processes individual letters upon arrival of new employees.

Scheduling/Visitor Services/Travel Assistance

10% OF TIME

Incumbent serves as the primary point of contact with hotels: makes hotel reservations for incoming TDY visitors and assists with any queries to the hotels. Maintains Embassy Hotel log.

Incumbent tracks and controls/processes e-Country Clearance requests for the Management Section TDYers.

Incumbent provides administrative support for incoming TDYers. Arranges hotel accommodations, meet and assist, makes appointments as needed or requested, and any other administrative tasks.

Incumbent prepares quarterly Management Section Vacation schedule.

Projects Recurring

10% OF TIME

Incumbent records Time and Attendance for the Management/Human Resources/Health Unit/General Services/CLO Offices.

Incumbent prepares Duty Officer Roster regularly. When duty turns over on Wednesdays, disseminates the Duty Officer Log to essential personnel.

HR ASSISTANCE

40% OF TIME

Medical/Life Insurance and Sickness Benefit

Medical/Life Insurance: Incumbent processes LE Staff medical insurance claims, monitors timely receipt of reimbursement checks, distributes checks, reviews SAGICOR's Explanation of Benefit Forms to ensure reimbursement processed as per contract terms, tracks deductibles and lifetime maximums.

Social Security Sickness Benefit Claims: Incumbent processes all Belize Social sickness benefit, maternity, injury-on-the-job and retirement claims. Tracks validity of social security cards for local staff. Coordinates with FMO for stop payment of social security payroll deductions during periods when an employee is receiving a benefit.

Awards Program

Assists with the semi-annual awards programs by preparing the nominations for the Awards Committee, preparing the excel sheet with the summary of the nominations for the committee chair and CFSC, drafting the program for the event, printing of the award certificates, copying, scanning and distribution of the nominations/certificates, processing safe driving award nominations and tracking length of service eligibility, submitting orders for replacement stock (frames, blank certificates, pins, etc.), and assisting with the setting up for the event and the purchasing of the snacks.