



# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

<b>1. Post</b> Belmopan, Belize	<b>2. Agency</b> Department of State	<b>3a. Position Number</b> 3109058100017 (C55800)
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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. Redescription of duties: This position replaces  
(Position Number) \_\_\_\_\_, (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade) \_\_\_\_\_

b. New Position

c. Other (explain) New Incumbent

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Receptionist/Telephone Console Operator FSN-125-04	04		
b. Other				
c. Proposed by Initiating Office				

<b>6. Post Title Position (if different from official title)</b> N/A	<b>7. Name of Employee</b>
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<b>8. Office/Section</b> Information Programs Center	<b>a. First Subdivision</b> Management Section
<b>b. Second Subdivision</b>	<b>c. Third Subdivision</b>

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  _____ Typed Name and Signature of Employee      Date(mm-dd-yy)	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>  Allen Gandy _____ Typed Name and Signature of Supervisor      Date(mm-dd-yy)
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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>  Allen Gandy      11/27/2006 _____ Typed Name and Signature of Section Chief or Agency Head      Date(mm-dd-yy)	<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>  Sharon K. Featherstone      11/27/2006 _____ Typed Name and Signature of Mgt or Human Resources Officer      Date(mm-dd-yy)
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**13. Basic Function Of Position**  
Operates the telephone switchboard console and provide receptionist services to the Embassy and associated agencies; perform clerical assignments as requested by the Information Management Officer and Information Management Specialist.

**14. Major Duties And Responsibilities** **85% OF TIME**  
Operates the computerized telephone switchboard console to place and receive telephone calls for the Embassy and associated agencies as a local operator, long distance operator and information operator. Provides information in response to visitor or telephone caller inquiries utilizing personal knowledge of the Embassy and its associated agencies.

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U.S. Department of State  
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**15. Qualifications Required For Effective Performance**

- a. **Education**  
Completion of Secondary School is required.
- b. **Prior Work Experience**  
Two years of office clerical experience are required.
- c. **Post Entry Training**  
On-the-job training.
- d. **Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III ) and specialization (sp/read).**  
Level IV (Fluent knowledge) Speaking/Reading/Writing English language skills are required.
- e. **Job Knowledge**  
Knowledge of customer skills is required. Some knowledge of organizations served is required. Knowledge of policies, procedures and practices involved with the Embassy organizations and that of associated agencies.
- f. **Skills and Abilities**  
Considerable tact, skill and diplomacy is required in dealing with the public in such a manner as will get the job done right and reflect credit upon the United States Government; Must have the ability to get along with people; Must be able to work well under pressure; Must be able to operate the computerized telephone switchboard console; Incumbent must be able to type 25 words per minute. Good working knowledge of MS Word is required.

**16. Position Element**

- a. **Supervision Received**  
Direct supervision is received by the FS Information Management Officer. Incumbent may also receive instructions and guidance from FS Information Program Officer.
- b. **Supervision Exercised**  
None.
- c. **Available Guidelines**  
Standard Operating Procedures, FAH/FAM, Telephone Directories and Supervisor's guidance.
- d. **Exercise of Judgment**  
Exercise judgment when receiving telephone calls and visitors for forwarding to the appropriate office.
- e. **Authority To Make Commitments**  
None.
- f. **Nature, Level, and Purpose of Contacts**  
Working relations with all mission offices and local telephone company.
- g. **Time Expected to Reach Full Performance Level**  
Six months.

## **MAJOR DUTIES AND RESPONSIBILITIES**

### **CLERICAL**

**15% of time**

Produces forms, memos and flyers for the Information Management Department (IM), utilizing scanner equipment and software.

Utilizes Visio Professional software to produce technical drawings such as but not limited to Alma, radio, and telephone.

Files and keeps log of diplomatic notes. Submits work requests for posting the Embassy holiday sign. Serves as IPU's Time and Attendance Keeper. Provides limited clerical services to the Administrative Section.

Acts as the liaison person between the Embassy IPU and the local telephone company. Assists in the reproduction and distribution of Administrative Memoranda or Instructions for the Administrative Section. Submits work requests to GSO for supplies and services required by the IM Department.

Assists in the reproduction of the Embassy's monthly Commercial and CLO's newsletter.

Updates, produces and distributes the Embassy's telephone listing.

Performs any other duties that may be assigned by the supervisor.