

U.S. Department of State  
**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

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

1. Post <b>Guadalajara</b>	2. Agency <b>Department of State</b>	3a. Position Number <b>312803 A00-002</b>
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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

xc. Other (explain) Update

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority Florida Regional Center	Office Management Assistant, 120	FSN-8	<i>UL</i>	04/08/2016
b. Other				
c. Proposed by Initiating Office				

6. Post Title of Position (if different from official title) <b>Executive Assistant</b>	7. Name of Employee
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8. Office/Section <b>Consulate General Guadalajara</b>	a. First Subdivision
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b. Second Subdivision	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position.  <hr/> Printed Name of Employee  <hr/> Signature of Employee _____ Date (mm-dd-yyyy) _____	10. This is a complete and accurate description of the duties and responsibilities of this position.  <hr/> Printed Name of Supervisor  <hr/> Signature of Supervisor _____ Date (mm-dd-yyyy) _____
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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.  <hr/> Printed Name of Chief or Agency Head  <hr/> Signature of Chief or Agency Head _____ Date (mm-dd-yyyy) _____	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  <hr/> Printed Name of Admin or Human Resources Officer  <hr/> Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) <u>04/08/2016</u>
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13. Basic Function of Position

Incumbent is the Executive Assistant /Office Manager for the Principal Officer and serves concurrently as the Post's Protocol Officer. The incumbent is in frequent direct contact with senior federal, state, local and military officials to arrange meetings and obtain necessary (and often sensitive) information. The incumbent coordinates major public events, such as the large Fourth of July reception, working with all officers in the Mission. Incumbent drafts sensitive correspondence for the Principal Officer and reviews written materials from the offices for accuracy and decorum. Incumbent manages the Principal Officer's schedule and coordinates the assigned driver and security officer. Incumbent handles all budget and administrative issues in the Executive Office and the Official Residence.

## 14. Major Duties and Responsibilities

### **Official Contacts and Protocol:**

The incumbent is responsible for maintaining contact with senior federal, state, local and military officials, as well as prominent private citizens whose assistance or support is needed by the Consulate. This includes developing a relationship of mutual confidence with these officials and their staffs to allow for the exchange of sensitive information, and the ability to reach them at any hour of the day or night. The incumbent also interacts with high-ranking members of the U.S. Embassy staff. As Post's Protocol Officer, the incumbent serves as a resource for all offices and agencies in the Mission, and ensures that proper protocol is observed in the Consulate and at all official events. The incumbent maintains the Principal Officer's contact lists in the appropriate computer databases, and ensures that important contacts are recognized with holiday gratuities and invitations to official events. The incumbent also coordinates Post's holiday gratuities list. (25%)

**Coordination of Public Events/Event Planner:** The incumbent is the primary coordinator of public events involving the Principal Officer. These range from small breakfasts and lunches in discreet locations to massive events such as the 4th of July Reception, with more than 800 guests. The latter requires extensive contact with the local business community, months of advance planning, as well as coordination of donations, representational funds, decorations, guest lists, and invitations. All events require a good knowledge of management, security, and public affairs needs as well as frequent liaison with the Consulate offices responsible for these functions. When events are held at the Official Residence, the incumbent is charged with coordinating the three staff members working there to ensure proper support. (15%)

**Managing Executive Correspondence:** The incumbent is responsible for drafting extensive correspondence in both English and Spanish on behalf of the Principal Officer. Some of this correspondence involves sensitive information about employees or senior local contacts, and must be handled with discretion and tact. Other materials may be extremely time-sensitive and the incumbent must ensure a timely response. The incumbent reviews for accuracy and decorum all correspondence submitted by other Consulate offices for the Principal Officer's approval. The incumbent screens and prioritizes incoming correspondence for the Principal Officer's attention, routes materials and instructions to the appropriate office for action, and follows up to ensure an appropriate response is made. (15%)

**Coordination of the Principal Officer's Schedule and Staff:** The incumbent coordinates all aspects of the Principal Officer's schedule, arranging requested meetings and courtesy calls, ensuring that other offices and agencies are kept fully informed of developments. The incumbent manages all logistical arrangements for meetings and visits, working through the appropriate Consulate offices. The incumbent coordinates all of the Principal Officer's movements outside the Consulate building with the Principal Officer's driver and security officer, ensuring that they are briefed on a daily basis and prepared to support the Principal Officer's travel. The incumbent also suggests appropriate employees to participate in relevant meetings involving the Principal Officer. (15%)

**Managing the Executive Office:** The incumbent manages all of the administrative aspects of the Executive Office: maintaining unclassified files, handling work orders and supply requisitions, preparing all vouchers for Official Residence Expenses, Representation expenses, official travel, and IVA (sales tax) reimbursements, and follows up as necessary with the Embassy's Financial Management Center. Prepares and disburses bi-weekly salary payments for the Official Residence staff, and oversees any necessary work orders or repair requests at the Official Residence. Ensures that overtime payments for the Principal Officer's driver and security officer are requested and disbursed in accordance with regulations. The incumbent is responsible for time and attendance reports for the Executive Office, the Public Affairs Officer, the Regional Security Officer, the Management Officer, and the Chief of the Consular Section. The incumbent is also charged with finding ways to improve and streamline Executive Office operations, especially through the innovative use of technology. (15%)

**Current Events/Biographical Data:** The incumbent is responsible for requesting biographical data on key contacts and persons requesting meetings with the Principal Officer, ensuring that accurate and up-to-date information is obtained on all interlocutors. These materials are subsequently filed for future reference. The incumbent exercises professional judgment in scanning local media for political and economic items of possible interest to the Principal Officer, especially articles related to upcoming meetings or official events. (10%)

## 15. Qualifications Required For Effective Performance

### a. Education:

College studies or equivalent to U.S. Associate degree is required.

### b. Prior Work Experience:

Five years of corporate or government office management/executive assistant experience, with at least three years of protocol or event planning experience is required.

### c. Post Entry Training:

Completion of appropriate courses in protocol and office management skills will be required.

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

Level IV fluency in both English and Spanish is required. The incumbent must be able to speak, read and write in both languages at a professional level.

### e. Job Knowledge:

Extensive knowledge of local protocol and Mexican governmental institutions is required. A professional working knowledge of State Department regulations related to the operation of an Executive Office is desired.

### f. Skills and Abilities:

Outstanding interpersonal skills and the ability to work under continuous pressure are vital. The ability to multi-task and demonstrate initiative in a variety of areas is critical. Knowledge of Microsoft Office Suite and other modern office computer programs, such as familiarity with database management, is required. Strong keyboarding skills (minimum 40 wpm in English and Spanish) is also necessary.

## 16. Position Elements

### a. Supervision Received:

General guidance is provided by the Principal Officer, but the incumbent must use good judgment and personal initiative in dealing with appropriate contacts and offices to accomplish the objectives set by the Principal Officer and ensure the smooth operation of the Executive Office.

### b. Supervision Exercised:

Incumbent does not formally supervise other employees, but provides extensive coordination and direction for the Principal Officer's driver and security officer, as well as three employees at the Official Residence. The incumbent is also charged with following up on instructions issued by the Principal Officer to employees of all ranks and agencies at Post.

### c. Available Guidelines:

General guidance from the Principal Officer and other officers at Post, as well as State Department regulations in the Foreign Affairs manual (2FAM). The incumbent is expected to draw upon extensive local knowledge and experience to aid in the successful completion of the duties of the position.

### d. Exercise of Judgment:

Outstanding interpersonal skills and considerable tact are required in dealing with senior officials and other contacts on often sensitive issues. The incumbent also exercises considerable judgment in recommending whether a given individual or issue should get the attention of the Principal Officer or be handled by another office or agency.

### e. Authority to Make Commitments:

Under certain circumstances, the incumbent may commit the Principal Officer to attend an event, return a phone call or otherwise become involved in a given issue. The incumbent does not have the authority to make financial commitments on behalf of the U.S. Government.

### f. Nature, Level and Purpose of Contacts:

Incumbent is the first point of contact for all of those seeking to communicate with the Principal Officer, and as such she deals with a wide range of senior government officials and prominent private citizens, as well as all Consulate staff. Many of these contacts involve the transmission of sensitive information and these interactions require special tact and care.

### g. Time Expected to Reach Full Performance Level:

Two years of steadily increasing experience.