

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

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

1. POST Embassy Mexico City	2. AGENCY State	3a. POSITION NO. 312801 A52-521
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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 WHA/EX/FRC	Housing Assistant, 820	FSN-7		07/12/2012
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Housing Assignments Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Management	a. First Subdivision General Services Office
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b. Second Subdivision Housing Unit	c. Third Subdivision
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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 Local Supervisor Date(mm-dd-yy)

_____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)	
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13. BASIC FUNCTION OF POSITION:

Incumbent assists the Housing Assignments Manager. Assists customers in resolving their housing questions and concerns, and guides them through the housing check-in and departure processes. Arranges temporary quarters, including preparing reservations and blanket purchase agreement (BPA) calls, both manually and through ARIBA. Also assists the Housing Assignments Manager by updating residential databases. Assists the Housing Assignments Manager and Residential Living Manager in coordinating make-ready of residences, ensuring that housing is available upon arrival of an employee. Incumbent reports to the Housing Assignments Manager. Incumbent will also perform other duties as assigned.

14. MAJOR DUTIES AND RESPONSIBILITIES:

% OF TIME

CUSTOMER RELATIONS (20%) Incumbent is responsible for assisting in communication with customers and providing outstanding customer service. Monitors Mexico City Housing e-mail address and communicates with incoming personnel. Sends out welcome information, including housing questionnaire. Assists the Housing Assignments Manager on housing assignments. Assists in the updating Housing Handbook and management announcements. Assists the Housing Assignments Manager in preparing minutes and other preparation materials for the Inter-Agency Housing Board (IAHB).

DATABASE MANAGEMENT (20%)

Incumbent is responsible for accurately updating the housing database, as needed. Assists in determining the demand for housing by incoming personnel and supply of available housing. Monitors Mexico City New Arrivals e-mail address, HR WebPASS and other relevant sources to indicate employee arrival and departure dates. Uses outreach tools, such as SharePoint, to ensure housing information is widely distributed to Embassy personnel. Assists in preparing housing biographies, including photographs of each residence.

TEMPORARY QUARTERS (20%)

Incumbent is responsible for arranging temporary quarters, including keeping the database updated with such information, making reservations, updating warehouse personnel with regard to temporary furniture and preparation of BPA calls, as needed. Assists customers in arranging welcome kits, as needed.

HOUSING INSPECTIONS (20%)

Incumbent will make final inspections of residences, as needed, ensuring that they are fit for occupancy. Assists in working with the GSO Leasing section, Regional Security Office, GSO Property section, and Facilities Maintenance section to coordinate dates of housing make-ready projects. Helps prepare make-ready schedules. Assists the Housing Assignments Manager and Residential Living Manager in their role as quality control advocates, ensuring that residences are appropriately ready for occupancy.

OTHER DUTIES AS ASSIGNED (20%)

Incumbent assists the Housing Assignments Manager in other duties, as necessary, in order to maximize the efficiency and performance of the GSO Housing section.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

a. Education:

Two years of University Studies.

b. Prior Work Experience:

Two years of experience in a customer service or business related field is required.

c. Post Entry Training:

On the job training will be provided in database management, BPA calls and other topics as required.

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) English required. Level I (Rudimentary) Spanish is required.

e. Job Knowledges:

Must have a strong working knowledge of the housing regulations outlined in Chapter 15 of the Foreign Affairs Manual (FAM) and as required by the Department of State. Must thoroughly understand local housing policy as outlined in the Housing Handbook. Needs to understand Department of State organizational structure and a basic understanding of the organizational structures of other agencies at post.

f. Skills, and Abilities:

Level II (40 wpm) typing skill. Intermediate knowledge of Microsoft Word, Excel, Access, PowerPoint, and Outlook required. Must be able to write clearly and concisely in English. Must be able to empathize with customers, understand non-verbal communication clues, and effectively communicate with customers in a tactful, diplomatic manner.

16. POSITION ELEMENTS:

Supervision Received:

Operates under the supervision of the Housing Assignments Manager.

b. Supervision Exercised:

None.

c. Available Guidelines:

FAM, Housing Handbook, management announcements, and management procedures.

d. Exercise of Judgment:

Must be able to assist the RLMs in preparing housing assignments, performing housing inspections, analyzing needs for temporary quarters, and analyzing the supply of demand for housing within post's housing pool.

e. Authority to Make Commitments:

None.

f. Nature, Level and Purpose of Contacts:

Responsible for communication with all incoming U.S. personnel. Incumbent is often one of the first contacts with post and is responsible for managing expectations and the employee's initial relationship with the Embassy.

g. Time Expected to Reach Full Performance Level:

Six months.