

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

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

<b>1. POST</b> US EMBASSY MEXICO CITY	<b>2. AGENCY</b> STATE	<b>3a. POSITION NO.</b> 312801 A52-518
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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 No. A52-518    Customer Service Assistant    FSN1210    7    (Grade)

b. New Position

c. Other (explain)    Updated to include change in title and additional duties

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority <b>HR/Mexico City</b>	Work order clerk, 105	FSN-6		7/9/15
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Senior Work Order Assistance Representative	<b>7. NAME OF EMPLOYEE</b> Ulises Corona Adame
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<b>8. OFFICE/SECTION</b> US Embassy Mexico City/ Management	a. First Subdivision Facilities Management
b. Second Subdivision	c. Third Subdivision

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>  Ulises Corona Adame _____ 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>  Enrique Alvarez _____ 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> <u>  </u>  _____ Typed Name & 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>  _____ Typed Name & Signature of Admin or Human Resources Officer      Date(mm-dd-yy)
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**13. BASIC FUNCTION OF POSITION**

The incumbent serves as the Senior Work Order Assistance Representative for the Facility Management (FAC) section. In this capacity He/She will liaison with the customer, FAC shops, and General Services Office (GSO) to ensure the processing of all FAC related work orders are timely, accurate, and complete. He/She will oversee and verify that all issues are resolved and the customer receives feedback before a work order is closed. He/She will provide supervisory guidance to Work Order Clerks. He/She will process work orders.

#### 14. MAJOR DUTIES AND RESPONSIBILITIES

100 % OF TIME

**Assistance Representative duties:** The incumbent will coordinate daily with the Residential Living Manager, and the Residential and Non-Residential Operations Managers to ensure customer concerns are addressed, work orders are prioritized, that appropriate resources are being applied, and that contacts have been made to facilitated access to properties or offices. This position will field customer inquiries regarding the status and processing of FAC work orders. When it is determined that the repairs are the responsibility of a residential landlord the incumbent will ensure that the Residential Living Manager, Residential Operations Managers and GSO housing are notified in writing to a determine the authorized course of action is needed. The incumbent will make regular work load reports to the Residential Living Manager, Residential and Non-Residential Operations Managers, and Assistant Facility Manager. He/She will respond immediately to emergency calls by notifying the Residential Living Manager, Operations Manager, and if necessary directly to the appropriate maintenance foremen to initiate action. **65%**

**Work Order processing duties:** Process FAC related work orders by acknowledging, making access arrangements, routing to the appropriate sections for action, and recording the required information of equipment, work hours, material costs, and employee data into GMMS database. In the absence of a Work Order Clerk maintain full operation of the system by acknowledging and processing all work orders. Organize and package custom reports for the FM from the GMMS database. **30%**

Perform other duties as required such as translate for the Facilities Department between American employees requesting maintenance work and the workers with limited English speaking ability, and support VIP visits. **5%**

#### 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

##### Education:

Required completion of High School.

##### Prior Work Experience:

Four years of progressive responsibility in customer service, real estate, property, or construction management.

##### Post Entry Training:

Computerized Maintenance Management Application WEB-WOW, Ariba purchasing software, USG practices and regulations.

Foreign Affairs Manual Chapter 15 for Housing regulation.

On the job training on US Government procedures relating to maintenance and repairs.

Hands-on training of Global maintenance Management System (GMMS).

##### Language Proficiency:

Level 3 spoken and written English is required.

Level 4 spoken and written Spanish is required.

##### Job Knowledge:

Must be familiar with local utility companies.

Working knowledge of the common practices relating to building maintenance and repair activities.

Working knowledge of computers and associated software programs (e.g. Microsoft Word, Excel, and Outlook) and general data management.

##### Skills, and Abilities:

Must have excellent customer relation and organizational skills, and interact/communicate efficiently with a variety of customers (Americans and Mexican Nationals) in a Customer Assistance environment.

Must be self-managing and have the ability to prioritize and solve problems quickly.

Must be able to work in a team environment.

Typing skills of 40 words per minute with a 90% accuracy.

Ability to use office equipment such as fax, scanner, computer and handheld communication radio operation.

Average computer keyboard skills and computer literacy using Microsoft Word, Excel, and Outlook.

#### 16. POSITION ELEMENTS:

##### Supervision Received:

Receives direct supervision from the Residential Living Manager of if not available the Residential Operations Manager.

##### Supervision Exercised:

Provides daily supervision, guidance, and coordination efforts to the Work Order Clerks.

**Available Guidelines:**

OBO Facility Maintenance guide, local and US code books. 6 and 15 FAM, Standard Operation Procedures, Work Order Instructions, GMMS manuals, Housing Manual, Facilities Handbook, and Short Term Lease agreements) on managing the Maintenance support.

**Exercise of Judgment:**

When confront with an event or situation that may constitute an emergency the incumbent must use good judgment in contacting FAC tradesmen directly to initiate action or, delay action while seeking Supervisory guidance.

**Authority to Make Commitments:**

In the absence of direct supervision the incumbent has the authority to re-prioritize and redirect FAC staff resources to respond to emergency action requirements.

**Nature, Level and Purpose of Contacts:**

Contacts are with all levels of Embassy Employees (American staff, their dependents and Local Staff). Occasional contact with contractor and landlords as authorized by the COR or GSO.

**Time Expected to Reach Full Performance Level:**

Six months