

14. Major Duties and Responsibilities

1. For Senior Commercial Officer, Attaché and Specialists, co-maintains calendar of appointments & events, arranges conferences. Supports special projects for the Officers and the Commercial Specialists. Must interact, and develop relationships with, the front offices of relatively senior business and government officials. Co-manages the flow of all office communications: memos, routes telephone traffic, maintains a log of all action requests, other than paid client services, received by phone, fax, email or post, to assure timely response. Co-manages daily exchange of correspondence between the Embassy's Executive Office and FCS Mexico. Co-performs clerical duties such as receptionist services; visitor escort within the chancery, etc. 40%
2. Assists Commercial Specialists in basic industry research and scheduling meetings for individual company Gold Key visits and Business Facilitation Services. Incumbent supports trade events (trade shows, exhibitions, seminars, trade missions, etc.). Specific responsibilities include organizing logistics and guest lists, distributing promotional materials, etc. Assists in reception duties at certain CS Mexico representational events. 40%
3. Handles telephone inquiries providing contact information of U.S. companies or other U.S. contacts regarding basic information on exporting to Mexico and helps promote all CS services and products. Produces or formats correspondence for embassy and external use, both in English and Spanish. Produces translations for the office. Assists other staff and contractors in building or inputting database information, as needed. Co-manages harvesting of wins in the salesforce system. 20%

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent, incumbent will be required to perform other duties as assigned by the agency.

15. Qualifications Required For Effective Performancea. Education:

Two years of University studies in Commerce or International Commerce, Customs, Logistics, Business and Economics is required.

b. Prior Work Experience:

N/A

c. Post Entry Training:

On-the-job training by the Commercial Service on CS business/clerical practices, CS software applications and data use.

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) Speaking/Reading/Writing English ability. Level IV (Fluent) Speaking/Reading/Writing Spanish ability is required

e. Job Knowledge:

A basic knowledge of a Commercial Section's organization functions, services and reference sources

f. Skills and Abilities:

Ability to understand and follow through on routine and clerical procedures. Good working skill in word processing. Ability to deal with the public, on the phone and in person.

16. Position Elementsa. Supervision Received:

The incumbent is supervised by the Commercial Officer and/or Commercial Specialist. The supervisor fixes deadlines for completion of work projects and assignments and provides guidance to him/her when needed. This person exercises most of his/her duties with a minimum of supervision and following general instructions and established procedures.

b. Supervision Exercised: N/Ab. Available Guidelines:

- U.S. Department of Commerce Operations Manual – U.S. Commercial Service Intranet
- On-line USDOC e-menu training

d. Exercise of Judgment:

Uses judgement in gathering information to complete a given assignment and in completing assigned tasks in an orderly manner.

e. Authority to Make Commitments:

None

f. Nature, Level and Purpose of Contacts: Business public, in responding to commercially-related inquiries.g. Time Expected to Reach Full Performance Level:

One to two months