

Employment Opportunity in the Family Liaison Office

Program Assistant, GS-7, full-time, two-year limited appointment, with potential to be extended up to a maximum of five years, Excepted Service, Schedule A. This appointment is not in the Competitive Service. The selected candidate will receive a two-year Non-Career term appointment with benefits (FERS, TSP, FEGLI and FEHB). The application must be received by **11:59 p.m. EST, January 13, 2017**.

Summary:

The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, Department of State. The incumbent of this position reports to the Division Chief. He/she is responsible for front desk receptionist services for FLO, serves as back-up to the Executive Assistant, and provides part-time program assistance. The position is located in Washington, D.C.

The Family Liaison Office was established in 1978 to improve the quality of life of Foreign Service employees and their family members. The FLO assists both employees and family members in the areas of family member employment, educational counseling, crisis support, unaccompanied tours, and expeditious naturalization. FLO provides support to evacuees from overseas missions, is the functional office for the worldwide Community Liaison Office program, and organizes Washington and overseas training conferences annually. FLO produces numerous publications and electronic media, and FLO staff participate in numerous presentations in FSI courses, to other agency personnel, and to post communities overseas. You may research information about FLO on our web site at www.state.gov/flo.

The Family Liaison Office serves employees and family members not only from the Department of State, but also fields questions and makes referrals for many agencies with personnel abroad including the U.S. Agency for International Development, the Foreign Commercial Service, the Justice Department, and Peace Corps, and others.

Key Requirements:

- A. U.S. Citizenship.
- B. Ability to obtain and maintain a Top Secret security clearance.

Major Duties:

- A. As a Program Assistant, serves as a receptionist, receives, screens and tracks incoming calls and visitors, referring them appropriately to FLO staff or to other resources in the Department. The incumbent will be familiar with the basic regulations and resources of each FLO program area in order to make proper referrals. He or she will track calls and visitors to make sure each client request has been acted upon in a timely fashion. He or she exercises sound judgment in dealing with a wide range of issues, clients and effectively organizes and prioritizes work.

- B. Incumbent serves as back-up to the Program Support Officer/Office Manager by providing administrative support to the office. As back-up, the incumbent maintains central files and office logs; drafts letters, memos and cables for the Director's signature; prepares electronic time and attendances reports for the office; serves as travel arranger for FLO staff; and carries out other duties, as assigned.

- C. Develops, administers, and maintains various databases depending on program needs. Generates periodic and occasional statistical reports based on the date as requested by FLO staff, the Department of State, and other government agencies, international businesses, parents, and private voluntary organizations. As requested, provides assistance to other FLO portfolios.

Qualifications (ranking factors). The successful candidate must:

- A. Have a minimum of two years of experience living in a Foreign Service community abroad as an Eligible Family Member (EFM) or Member of Household (MOH); ;
- B. Have excellent customer service skills;
- C. Have excellent oral and written communication skills, including ability to format letters, cables, and email messages, and to edit for spelling, punctuation, and grammar;
- D. Be able to handle multiple tasks under time constraints, prioritizing appropriately;
- E. Have good knowledge of the Microsoft Office Suite, including Access, and be able to conduct internet research.

Availability is a key factor.

How to Apply:

Interested individuals may submit one of the following: an Application for Employment as a Locally Employed Staff or Family Member (DS-174), or a federal resume (see important instructions for submitting a resume at the end of this announcement). Note, there is no vacancy announcement number; please reference the position title: Program Assistant (GS-07).

In addition, each candidate must submit a supplemental statement that addresses each of the qualifications (ranking factors) in paragraph 8 and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications. Please include your name and the title and grade of the position for which you are applying. Applications that are incomplete or mailed in government postage-paid envelopes will not be considered.

Please note that because all Family Liaison Office positions are in the Excepted Service, neither past nor current Federal nor executive order eligibility is required. However, if applicants have government employment status or eligibilities, it is helpful to document this in the application to assist in determining the level of skills and abilities of each candidate.

SUMMARY OF REQUIRED APPLICATION ELEMENTS: In summary, you must include ALL of the following. If ANY item is missing or incomplete, your application cannot be considered:

- A. A DS-174, a Federal resume, or any other format that contains ALL of the required elements listed in paragraph 13 of this announcement; NOTE: these forms or formats can be found on the internet
- B. "Supplemental Statement" addressing EACH of the Qualifications and Ranking Factors IN DETAIL
- C. For Federal employees (including former employees and those on INWS):
 - 1. Most recent Performance Appraisal Report or EER (even if several years old), or if one does not exist, a form DS-1812 or equivalent form from another agency
 - 2. Most recent SF-50 (even if several years old)
 - 3. All non-competitive eligible candidates should submit proof of eligibility.
- D. For those applicants without Federal employment experience, performance appraisals are optional
- E. Veterans must demonstrate proof of eligibility.

Send applications to Susan Clark-Pothier, HR/SS/SC, by fax at (843)202-3807 or by email to **HRSEU@state.gov**. Please indicate in the email subject line "FLO Application – Program Assistant (GS-07)" to ensure applications are routed correctly. Applications may also be sent to Susan Clark-Pothier, HR/SS/SC, 1999 Dyess Avenue, Building E, Charleston, SC 29405. The application must be received by **11:59 p.m. EST, January 13, 2017**. If there are any questions regarding this announcement, please contact Gabrielle Hampson, Division Chief, M/DGHR/FLO, at (202)647-1076 or **HampsonGA@state.gov**. Applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Hampson.

Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education, and training will be based solely on a review of the federal application or resume. It is imperative that the information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen.

Privacy Act Information: The Office of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the position.

PERSONAL AND EDUCATION INFORMATION:

- A. Full name, mailing address (with zip code) and day and evening phone numbers, including area code
- B. Social Security Number
- C. Country of citizenship (most Federal jobs require U.S. citizenship)
- D. Veteran's preference (proof of eligibility is required)
- E. Highest Federal civilian grade held, including series, beginning and ending dates
- F. Name, city, and state of last high school attended and date of diploma or GED; and
- G. Name and state of colleges and universities attended; major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours)

WORK EXPERIENCE AND OTHER QUALIFICATIONS:

Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including:

- A. Job Title (series and grade if Federal employment)
- B. Duties and accomplishments
- C. Employer's name and address
- D. Supervisor's name and telephone number (indicate if we may contact your current supervisor)
- E. Starting and ending dates of employment (month/year)
- F. Hours worked per week
- G. Salary
- H. Any other qualifications, including: job-related training (title and date of course), skills (e.g. languages, typing speed, and computer software/hardware), current licenses, or honors, awards, and special accomplishments (e.g. honor societies, publications)
- I. Date available

For additional guidance on the preparation and submission of an application for a U.S. government position, applicants may contact the Department of State Career Development Resources Center (CDRC). This service is available at no cost to employees and family members of U.S. government employees serving overseas under chief of mission authority. CDRC can be contacted via telephone at 202-663-3042 or via email at CDRC@state.gov. The CDRC is located at SA- 1, Room L321, Columbia Plaza, 2401 E St., NW, Washington, DC 20520.