



EPAP EXPANDED PROFESSIONAL
ASSOCIATES PROGRAM

Position Descriptions for Professional Associates

EPAP positions have responsibilities that are similar to entry-level Foreign Service Generalist and Specialist positions. The [2018 EPAP qualification standards](#) and position descriptions were created in consultation with HR/REE, HR/RMA, and other relevant HR offices.

Below is the description of typical duties/responsibilities that an entry-level Foreign Service officer/specialist would be expected to perform.

Those position descriptions are provided for your reference only. Please check with post or with your regional/functional bureau for a more detailed list of duties:

AF-EPAP@state.gov

EAP-EPAP@state.gov

EUR-IO-EPAP@state.gov

NEA-EPAP@state.gov

SCA-EPAP@state.gov

WHA-EPAP@state.gov

IRM-EPAP@state.gov

As required for all Family Member Appointments (FMA), EPAP incumbents and supervisors will agree upon specific work requirement statements (as found in section III of JF-57 Employee Performance Report), within the first 45 days of employment at post.

Political Affairs

Serves as political advisor to the Chief of Mission, Deputy Chief of Mission, or Principal Officer. Assists the Ambassador in developing U.S. policies and programs for the host country, which take account of social and political conditions and trends and are calculated to attain U.S. objectives.

Interacts with host government officials as required. Contributes to and reviews speeches and other public statements to be made by senior officials to ensure consistency with U.S. policy objectives.

Assesses the impact on U.S. interests of social and political developments in the country; evaluates the impact of U.S. policies and programs on relations with the country; and suggests modifications in the tactics being followed to attain U.S. objectives.

Consults with host government officials, analyzes and reports information, and makes recommendations in international and bilateral agreements or programs in which the United States participates or has an interest.

Economics

Advises Washington and the Front Office on bilateral and multilateral issues including current and potential host country economic policies, economic conditions and trends, trade and investment opportunities, laws, regulations, and other measures of economic or commercial significance. Analyzes pertinent situations and presents analyses, conclusions, and recommendations.

Assists Washington and the Front Office in developing U.S. policies and programs for the host country which take account of economic, social, and political conditions and trends and are calculated to attain U.S. objectives.

Assists and advises representatives of U.S. business in connection with economic, investment, and marketing issues and opportunities. Participates in the responsibility for post's relations with the American, host country business community, and other stakeholders.

With the Ambassador and others at post, works with host country officials and others on behalf of U.S. economic and other policies.

Monitors developments affecting multilateral and bilateral economic and commercial agreements in which the United States has an interest, consults with host government officials and representatives of international organizations, and reports information and recommendations.

Public Diplomacy

Serves as public diplomacy advisor to the Chief of Mission, Deputy Chief of Mission, Principal Officer, or Deputy Principal Officer. Assists the post by executing public diplomacy activities such as academic and professional exchanges, arts programs, speakers, publications and electronic products, media work, and to promoting mutual understanding between the host country and the United States.

Is the post's authority on media issues. Contributes to and reviews speeches and other public statements to be made by senior government officials to ensure consistency with U.S. policy objectives.

Manages the post's public diplomacy and public affairs budgetary resources to advance the goals of the Mission Strategic Plan (MSP) and other Washington priorities.

Facility Management

- Facilities maintenance and operations strategic planning.
- Management of USG-owned and leased properties.
- Facilities operation and management.
- Management of facilities related services and projects, in accordance with Department of State service standards.
- Supervises engineers, tradesmen, maintenance staff and other facilities personnel and contractors.

Human Resources

HR policies and laws – serves as expert advisor on HR policies, including USG and host country laws and regulations as well as treaty obligations and workforce planning.

Recruitment, training, and development – develops mentoring and training programs, maintains recruitment programs and hiring programs, and administers intern, student, and seasonal hire programs.

Performance management and appraisal – responsible for performance evaluation processes, counsels on disciplinary and performance issues, and advises on grievance procedures.

Employee relations and recognition – develops orientation programs, provides employment information to family members, coordinates post language program, manages awards programs, addresses Equal Employment Opportunity (EEO) concerns, and ensures timely preparation of required documentation.

Liaison with the Department on conduct issues.

U.S. employee policies, procedures, salary and benefit administration – provides federal benefits information, administers and advises on programs and policies, prepares requests for changes to USDH positions, and manages diplomatic immunities and accreditation.

LE staff policies, procedures, salary and benefit administration – balances U.S. and local labor laws, researches local compensation plans, recommends local compensation plan, and administers LE recruitment program.

Manages the HR office – Protects personal and other information from unauthorized disclosure, manages office resources, and provides direct supervision of the HR office staff.

Financial Management

Serve as Chief Financial Officer at the assigned location and act as certifying officers for USG agencies, with responsibility for the correctness and propriety of all payments.

Provide a full range of financial services including development of budgets and financial plans, control of obligations and expenditures, preparation and audit of payment vouchers, administration of payroll plans, salary and allowance payments, cashier operations, the purchase of foreign currencies, and disbursement of funds.

Negotiate and administer agreements with other USG agencies to provide administrative support services through Department of State facilities and personnel.

Establish and maintain close relations with local banking officials and fiscal authorities, and conduct negotiations concerning exchange rates and banking services.

Assist managers in program decision-making and planning by analyzing financial aspects of various programs so that managers can determine the best use of limited resources.

Help develop and maintain the Department's financial management system, ensuring compatibility with requirements of the Office of Management and Budget, the General Accounting Office and the Treasury Department, and that it meets user needs for accurate, timely financial data and processing.

Utilize computers to record, analyze, and report financial data and plans.

Train and supervise Locally Employed Staff, U.S. Direct Hire Staff, and contractors who provide continuity to the accounting and financial work done overseas and domestically.

Establish controls, using policy guidelines and generally accepted accounting standards, for the prevention of waste, fraud and mismanagement.

General Services

Procurement Services – identifies procurement support needs and conducts procurement planning. Manages procurement of goods and services for post, responsible for the accuracy and completeness of procurement documents and official records; prepares budget requests; and monitors vendor performance and costs. Serves as post contracting officer and manages contracts. Coordinates contracting at post, with State Department offices and other USG agencies.

Warehouse Operations Services – determines warehousing needs. Responsible for warehouse and inventory management. Manages warehouse space.

Administrative Supply Services

Shipping and Customs Services – manages official and personal effects shipments. Obtains diplomatic customs clearances and serves as liaison with host-country customs officials. Advises post management, other USG agencies, and the Department concerning diplomatic import-export regulations.

Motor Pool and Vehicle Maintenance Services – manages vehicle fleets.

Leasing Services - identifies and manages real property requirements. Negotiates commercial and residential leases. Coordinates with landlord on maintenance and other issues related to leased property. Manages property utilization policies.

Travel Services – manages travel and transportation programs for in-country and international official travel.

Supervision of staff – supervises and manages staff in the General Service section. Promotes staff development through training, counseling, and performance evaluation. Identifies and develops staffing requirements to meet the needs of the GSO section at post.

Safeguard against waste, fraud and mismanagement – maintains internal controls. Manages USG purchase cards programs.

Information Management

Information System Center (ISC) Office:

The incumbent assists the Information Systems Officer with managing and administering the embassy's unclassified network, voice and data processing equipment, radio equipment, and supporting the area of cyber security. Assistance also includes: Processing record traffic, working on the Unclassified Local Area Networks (LANs), responding to user trouble calls, maintaining inventories of equipment and telephones & radios, and supporting classified operations as required and time permits. Position requires irregular weekend and evening work, as well as the ability to physically lift up to 50lbs.

Provide assistance to users of information management services, including configuring and optimizing software; train users in the use of new software applications and provide guidance/assistance with new or amended information technology-related policies and procedures; promote end user involvement in technology and technical decision-making; and improve and support connectivity with US Government foreign affairs partner agencies.

Administer and operate unclassified telecommunications network equipment including cryptographic equipment, network devices, and satellite equipment, radios and telephones. Install, operate, and maintain network hardware and software; and troubleshoot and restore outages within the network. Assist with the same tasks on classified networks, as time permits.

Administer the Embassy's unclassified hard-wired and mobile telephone program including installation of new equipment, maintenance and repair of equipment, and guidance/assistance to personnel in the proper use of these systems.

Assist with the annual inventory of all classified IRM equipment, as well as assisting with the annual inventory of all unclassified IRM equipment in CAA areas. Responsible for following proper inventory procedures as secure equipment is added and disposed of from the CAA area. Update appropriate staff when new equipment is received, deployed, moved or removed from service.

Monitor and implement security controls on State automated information systems. Support operations in the area of cyber security, contingency planning, general security operations and risk management. Serve as a Local Registration Authority for Public Key Infrastructure (PKI). Provide users with training in PKI.

Information Programs Center (IPC) Office:

Incumbent is responsible for installation and maintenance of CAA and CAA-housed systems; implementation of system security; CLAN account management; and diagnostics and troubleshooting of LAN hardware, software, and the network backbone within the CAA. Additionally, the incumbent will be given tasks related to Post's Information Programs Center (IPC) including classified network maintenance, installation, troubleshooting, inventory, shared acquisition duties, and cyber security related duties. Position requires irregular weekend and evening work, as well as the ability to physically lift up to 50lbs.

Assists in the configuration and installation of classified and unclassified computers, printers, scanners, and peripheral devices within the CAA and, time permitting, non-CAA. Assists with Server Maintenance if required, and IT support for Control Rooms during special events/VIP visits. The incumbent works with IRM staff to ensure CAA security requirements are met. Tasks include setting access rights for users and file and directory attributes to protect shared files. Incumbent will install and support various new software packages including Windows 10 Workstations and Microsoft Office 2010.

Administer and operate classified and unclassified telecommunications network equipment including cryptographic equipment, multiplexers, modems, routers, switches and satellite equipment, radios; install, operate, and maintain network hardware and software; and troubleshoot and restore outages within the network.

Assist in the installation and configuration of Public Key Infrastructure (PKI) equipment. Plan the installation and configuration of client PCs for PKI. Provide users with training in PKI.

Maintain the eScore inventory for unclassified CAA items. Maintain a listing of all CAA workstations. Update eScore when new equipment is received or when old equipment is turned in.

Provide ad-hoc software and hardware training for CAA users.

Support classified and unclassified transport, storage, delivery, acquisition, and documentation.

Monitor and implement security controls on State automated information systems. Support operations in the area of cyber security, contingency planning, general security operations and risk management.

Office Management

Supporting Department personnel and offices – tracking meetings, external event invitations, courtesy calls, visitors, phone bills, preparations for meetings, arranging travel, and processing expense vouchers.

Supporting official events – planning events, tracking event budget and expenses, requesting or monitoring event supplies, coordinating event attendance, maintaining event guest lists, receiving and recording visitors, and serving as event control officer.

Preparing written materials – preparing briefing materials, drafting documents, facilitating agendas and follow-up from meetings, processing meeting notes, processes information requests, and maintaining procedure manuals.

Supporting management of office staff – editing position descriptions, supervising staff, tracking performance reviews, participating on committees, maintaining databases on office issues, reporting time and attendance, maintaining leave information, and supporting temporary duty staff.

Supporting information technology and records – providing computer software support, maintaining tasking and other document tracking systems, using travel systems, using an electronic message delivery system, maintaining biographic data, maintaining files, and supporting other electronic record systems as needed.

Managing the office – supporting emergency response processes, ensuring security of classified and sensitive information, tracking office equipment maintenance, requesting supplies, answering phone, and distributing mail.

Integrating with local culture – learning cultural norms, developing professional relationships, and participating in local organizations.

It is not uncommon for an OMS to regularly perform duties outside of the normal business hours of the office due to needs of the post, official visits, or as part of a regular after-hours duty rotation.

At small posts, OMSs may also be required to provide additional services as back-up Information Management Specialists (handling official telegraphic messages and diplomatic pouches), training provided.