

Employment Opportunity in the Family Liaison Office

FLO Training Specialist, GS-1712-11, 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 deadline for this position is 11:59 p.m. EDT, May 31, 2019.**

Summary

The position is located in the Family Liaison Office (FLO), Bureau of Human Resources, U.S. Department of State. The incumbent of this position is responsible for the design, development, maintenance, coordination, and evaluation of FLO's training materials and presentations. The incumbent reports to the Division Chief. This position is located in Washington, DC, and requires some travel.

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 its staff participate in numerous presentations in FSI courses, to other agency personnel, and to post communities overseas. Further information about FLO is available on FLO's internet 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, among others.

Key Requirements

- A. U.S. Citizenship.
- B. Ability to obtain and maintain a Top Secret security clearance.
- C. Conditions of Employment – E-Verify: Verification of Employment in the United States is required.

Major Duties

- A. Together with the CLO Program Officer, the Training Specialist is responsible for coordinating, designing, planning, directing, and evaluating CLO training. CLO training is conducted by FLO staff and subject-matter specialists and presenters from other Department offices, all of whom

will receive guidance from the CLO Program Officer and the incumbent on appropriate design elements, as well as recommendations on presentation techniques.

- B. The incumbent assists with logistical aspects of CLO training and will present at some CLO training sessions. These sessions are usually held regionally so some international travel will be required. Manages all record-keeping aspects of FLO briefings and outreach.
- C. The Training Specialist is also responsible for reviewing all FLO presentations to ensure that the content and format is up-to-date, consistent, and complete. These are delivered to a variety of Foreign Service audiences. The incumbent will develop new content and delivery formats when necessary, using a variety of training design strategies and techniques, including new media. He/she formulates training outlines and determines instructional methods utilizing knowledge of specified training needs and effectiveness. The incumbent will also be prepared to present for FLO as needed.
- D. The incumbent researches, recommends, and implements innovative tools and techniques, including the use of new technology, multi-media, distance training, and interactive learning resources. The Training Specialist provides both creative and technical support to FLO colleagues in the use of presentation, training and outreach tools such as webinars, podcasts, and videos.
- E. The Training Specialist conducts regular training assessments and evaluations of FLO training products, working to assure the quality of the overall training product. He/she is instrumental in approving course designs, the selection and approval of teaching methodologies and training materials, and the maintenance and/or adaptation of course content or format to meet the needs of the diverse and disperse target audiences.

Qualifications (ranking factors)

The successful candidate must have (provide specific examples for each):

- A. A minimum of three years of experience living in a Foreign Service community abroad as an Eligible Family Member (EFM) or Member of Household (MOH), and at least one year of experience working as a CLO Coordinator overseas.
- B. Proven experience in designing adult training courses and briefings and in the use of digital training techniques, including new media; Must have the ability to deliver adult training presentations.
- C. Strong interpersonal and communication skills, and the ability to work effectively with a wide range of constituencies in a diverse community.
- D. Ability to write clearly and concisely on technical and non-technical matters and demonstrated experience using technology to create training materials.
- E. Demonstrated ability to handle multiple tasks, under time constraints, prioritizing appropriately and demonstrating good teamwork to achieve overarching objectives.
- F. Demonstrated skill in using Microsoft Office applications including Word, PowerPoint, Excel, Access, Publisher and SharePoint. Experience with other design and communication software/tools such as Adobe Creative Suite, Adobe Connect, Adobe Captivate, and Survey Monkey.

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: FLO Training Specialist, GS-1712-11.

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. The DS-174 should not be submitted via eForms. Please submit the DS-174 as an email attachment;
- B. **"Supplemental Statement" addressing EACH of the Qualifications and Ranking Factors IN DETAIL. The supplemental statement should list each qualifications/ranking factors in section 8 above and a brief summary of how the applicant meets that particular qualification.** A cover letter should not be substituted for the supplemental statement;
- C. For Federal employees (including former employees and those in FSFRC Reserve Status or 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); and
- D. For those applicants without Federal employment experience, performance appraisals are optional; and
- E. Veterans must demonstrate proof of eligibility by submitting their DD-214 (member copy 4) along with their SF-15 and VA Letter (if applicable).

OTHER INFORMATION: E-VERIFY: EMPLOYMENT ELIGIBILITY VERIFICATION PROGRAM. U.S. law requires organizations to employ only individuals who may legally work in the United States – either U.S. citizens, or foreign citizens who have the necessary authorization. This agency utilizes E-Verify to

compare information from the Form I-9, Employment Eligibility Verification, to data from U.S. Department of Homeland Security (DHS) and Social Security Administration (SSA) records to confirm employment eligibility. If the employee's information does not match DHS and/or SSA records, the employee is given an opportunity to resolve the problem. If eligibility cannot be verified, employment will be terminated.

Send applications to HRSS/EP by fax at (843) 202-3807 or by email to HRSEU@state.gov. Please indicate in the email subject line "FLO Application – FLO Training Specialist" to ensure applications are routed correctly and please include the applicant's name in the title of any email attachments.

Applications may also be mailed to Office of Shared Services Employment Programs -- FLO, 1999 Dyess Avenue, Building E, Charleston, SC 29405. **The application must now be received by 11:59 p.m. EST, May 31, 2019.** If there are any questions regarding this announcement, please contact Gabrielle Hampson, Acting Director, 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. **Important: Attach the required documents to the e-mail; do not send a picture of the documents or links to the "Cloud" where the document is located.**

Evaluation Method

The determination of basic eligibility is based upon review of the federal application or resume and supplemental statement. 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), email, and day and evening phone numbers, including area code;
- B. Country of citizenship (most Federal jobs require U.S. citizenship);
- C. Veteran's preference (proof of eligibility is required);
- D. Highest Federal civilian grade held, including series, beginning, and ending dates (if applicable);
- E. Name, city, and state of last high school attended for diploma or GED; and

- F. Name and state of colleges and universities attended; major fields of study and type 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); and
- I. Date available.