

## Position Descriptions for Professional Associates

EPAP positions have responsibilities that are similar to entry-level Foreign Service Generalist and Specialist positions. The 2020 EPAP Qualification Standards and position descriptions were created in consultation with HR/REE, HR/RMA, and other relevant HR offices. They reflect the program's evolution since its inception to best meet mission needs while offering challenging and rewarding duties and responsibilities to eligible family members.

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 to be assigned to EPAP incumbents:

[AF-EPAP@state.gov](mailto:AF-EPAP@state.gov)

[EAP-EPAP@state.gov](mailto:EAP-EPAP@state.gov)

[EUR-IO-EPAP@state.gov](mailto:EUR-IO-EPAP@state.gov)

[NEA-EPAP@state.gov](mailto:NEA-EPAP@state.gov)

[SCA-EPAP@state.gov](mailto:SCA-EPAP@state.gov)

[WHA-EX-HR-DistroList@state.gov](mailto:WHA-EX-HR-DistroList@state.gov)

[IRM-EPAP@state.gov](mailto:IRM-EPAP@state.gov)

[OBO-EPAP@state.gov](mailto:OBO-EPAP@state.gov)

[MED-EPAP@state.gov](mailto:MED-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.

### **Management**

Is a key member of the Ambassador/Principal Officer's country and management team. Utilizes the ability to develop new perspectives, innovations, and directions in management practices. Employs management controls and knowledge of management practices to avoid waste, fraud, abuse, and/or mismanagement of United States Government resources. Implements and participates in the Department's management initiatives.

Provides leadership, technical guidance and direction on existing routine as well as complex problems and new and unprecedented actions which affect the operation of the post, other U.S. Government agencies at post,. Provides administrative and management oversight appropriate to the situation when assigned responsibilities for regional operations.

Identifies resource requirements for achieving foreign policy objectives based on input received from supervisors, other agency heads, section chiefs, and the individual's own and other staff analysis. Prepare budget submissions and staffing plans utilizing knowledge of post goals and available resources.

Negotiates administrative support arrangements with the chiefs of other U.S. Government agencies serviced by the management section and resolves any questions arising from services requested and services received. Plans for out-year resource needs in order to support medium and long-range policy objectives and projected mission staff and material requirements.

Manages financial plans, allocations, and expenditures of U.S. Government funds, as well as associated financial functions such as certification of vouchers, payroll, and cashier accounting. Supports the official residences and residence staff of the Chief and Deputy Chief of Mission. Manages human resource operations to ensure equitable and effective management of a diverse locally engaged workforce to promote professional development and to comply with regulations, local labor law and prevailing practices.

Oversees information resource management operations to enable consistent and adequate communication with Washington and others. Manages mission owned and leased real property. Property may be short or long-term leased and includes residential properties, warehouses, official residences, and office buildings. Serves as contracting officer, managing blanket purchase agreements, contracts for outsourced services, construction projects, etc.

Assists with crisis management planning, contributing to preparation and execution of emergency action plans, development of alternate command center(s), and contingency resource deployment. Fulfills crisis roles as outlined in emergency action plans and advises the Chief of Mission, Deputy Chief of Mission, and others on contingency planning and crisis management. Liaises with department and other crisis management contacts as appropriate.

### **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 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 & 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. Incumbent will install and support various new software packages including Windows 10 Workstations and Microsoft Office 2016.
- Administer and operate unclassified telecommunications network equipment including cryptographic equipment, multiplexers, modems, routers, switches, satellite equipment, and radios; 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 2016.
- 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.

### **Medical Laboratory Scientist/Medical Technologist**

Laboratory Testing Responsibilities: Performs waived to high complexity laboratory testing according to U.S. standards specified in Clinical Laboratory Improvement Act (CLIA '88). Follows all standard operating procedures for testing quality control material and patient specimens. Reviews quality control and quality assurance data, takes corrective action when applicable. Maintains records of patient's results, equipment maintenance, quality control, and quality assurance documentation for two years and safeguards information appropriately per CLIA 88 requirements. Prepares and submits procurement requests for supplies.

Specimen Collection and Handling: Collects blood and other specimen types from all ages. Processes all specimen types. Must be knowledgeable in international specimen packaging and transport regulations.  
 Food and Water Safety: Conducts Food Sanitation Kitchen Inspections and present Food Safety classes. Performs coliform testing on water samples.

For Regional Positions Only: Visits regional posts. Provides services, including assessing quality of local laboratories and blood banks, update MCI, training, review of procedures, and other services as requested. Prepares trip reports and submits accordingly.



### **Nurse Practitioner/Physician Assistant**

Direct Patient Care Responsibilities: Works independently or as part of a team to provide primary care services to the patient population, including but not limited to, care of acute and chronic conditions, well child care, prenatal care, Medical Clearance examinations, trauma care, and basic/advanced life support measures. Orders and analyzes results of diagnostic and therapeutic interventions. The NP/PA practices consistent with her/his education and experience, and according to the up-to-date medical literature.

Coordinate Medical Evacuations: Approve and recommend Medevacs in coordination with MED/Foreign Programs or the appropriate Regional Medevac Center. Oversees staff in assisting patients with access to medical services prior to evacuation and may accompany patient as a medical attendant when necessary.

Supervises an Immunization Clinic for routine and travel-related immunizations. Screens patients for and responds to concerns about, domestic violence and abuse. Establishes healthy lifestyle programs and supports patients in their adjustment to FS life. When appropriate, manages health unit personnel and resources. Supervises Custody and Proper Internal Controls for the Health Unit and Mission Medical Response. Oversees medical staff's inventory and procurement process for all medical supplies and medical equipment. Serves as the Emergency Preparedness Coordinator and is responsible for all aspects of maintenance, inventory, and training regarding emergency medical supplies and equipment on all USG facilities under Chief of Mission Authority. Coordinates post pandemic medical response.

Vets and overseas the production and updating of a database of competent local medical consultants and facilities. Collaborates with local and international healthcare officials and experts as needed. Monitors public health issues that may impact the Mission community.

Maintains medical expertise through participating in required medical training, medical literature review, and continuing medical education credits needed for licensure and board certification.

### **Registered Nurse (and RN equivalent)**

The incumbent serves as the post's nurse with responsibilities that include the medical care of Mission employees and eligible family members under MED approved clinical guidelines, as well as maintenance and inventory of all medical equipment and supplies, implementation of a robust vaccination program, administration of group and individual health education programs, and medical emergency contingency planning for the Mission. The incumbent will work in the Health Unit under the direct supervision of the Regional Medical Officer (RMO) or Medical Provider (MP).

Direct Patient Care Responsibilities: maintaining a primary care/urgent care clinic for all ICASS eligible Direct Hire American Employees and their eligible family members.

Coordinate Medical Evacuations: Arranges Medevacs through RMO/MP and in coordination with MED/Foreign Programs or appropriate Regional Medevac Center. Assists patients with access to medical services prior to evacuation and may accompany patient as a medical attendant when necessary.

Medical Clearance examinations: Prepares cables for fund cite requests and verifies and approves Clearance-related medical and laboratory invoices for payment.

Maintain Immunization Clinic for routine and travel-related immunizations: Will assess each patient's immunization needs. Remain current with vaccination requirements and adverse events.

Maintain Custody and Proper Internal Controls for the Health Unit and Mission Medical Response. Maintains inventory and procurement process for all medical supplies and medical equipment. Serves as the Emergency Preparedness Coordinator and is responsible for all aspects of maintenance, inventory, and training regarding emergency medical supplies and equipment on all USG facilities under Chief of Mission Authority.

Serves as point of contact for Local Medical Providers and Facilities. Maintains a list of acceptable local medical consultants and copy of their credentials. Identifies quality providers and facilities in local community. Monitors public health issues that may impact the Mission community.

## **Physician**

Direct Patient Care Responsibilities: Works independently or as part of a team to provide primary care services to the patient population, including but not limited to, care of acute and chronic conditions, well child care, prenatal care, Medical Clearance examinations, trauma care and basic/advanced life support measures. Orders and analyzes results of diagnostic and therapeutic interventions. The physician practices consistent with her/his education and experience, and according to the up-to-date medical literature.

Coordinates Medical Evacuations: Approves and recommends Medevacs in coordination with MED/Foreign Programs or the appropriate Regional Medevac Center. Oversees staff in assisting patients with access to medical services prior to evacuation and may accompany patient as a medical attendant when necessary.

Supervises an Immunization Clinic for routine and travel-related immunizations. Screens patients for and responds to concerns about, domestic violence and abuse. Establishes healthy lifestyle programs and supports patients in their adjustment to FS life. When appropriate, manages health unit personnel and resources. Supervises Custody and Proper Internal Controls for the Health Unit and Mission Medical Response. Oversees medical staff's inventory and procurement process for all medical supplies and medical equipment. Serves as the Emergency Preparedness Coordinator and is responsible for all

aspects of maintenance, inventory, and training regarding emergency medical supplies and equipment on all USG facilities under Chief of Mission Authority. Coordinates post pandemic medical response.

Vets and oversees the production and updating of a database of competent local medical consultants and facilities. Collaborates with local and international healthcare officials and experts as needed. Monitors public health issues that may impact the Mission community.

Maintains medical expertise through participating in required medical training, medical literature review, and continuing medical education credits needed for licensure and board certification.

Travels to others regional posts as necessary and under the direction of the Regional Medical Officer and Regional Medical Manager. Provides remote consultations to patients and other medical team members via telephone, telemedicine equipment, or other communication means.

### **Psychiatrist**

The Psychiatric Officer provides: 1) routine direct clinical services (both diagnostic and therapeutic) to Foreign Service personnel and families; 2) consultative services to post Management and principals as requested; 3) routine emergency services relative to medical evacuation and difficult employees; 4) emergency response in disaster situations; and, 5) preventive mental health activities including workshops and seminars.

The Psychiatric Officer consults with Principal Officers, DCM and Ambassador on specific matters pertaining to difficult employees, painful human situations, general issues such as morale, organizational problems related to human relations, and steps to be taken to enhance post understanding of and reaction to untoward incidents or threats.

The Psychiatric Officer serves in an advisory and consultative role to Regional Medical Officers, Medical Providers, Regional Security Officers, Community Liaison Officers, overseas schools, personnel officers, and others who may have occasion to request consultative services.

Psychiatric Officers serve as a Regional Medical Officer / Psychiatry (RMO/P) with responsibility for approximately half to all of the posts within a geographic region. Besides providing clinical care at the home post, the RMO/P schedules routine visits and emergency visits on request of regional posts, and serves regional evacuees from constituent posts for diagnosis or brief treatment. The RMOP is available by TELECOM to constituent posts when visas or travel difficulties preclude immediate direct visits. The Psychiatric Officer consults in the selection of and maintains contact with suitable local providers and facilities.