

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Kampala	2. AGENCY Department of State	3a. POSITION NO.
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes No

4. REASON FOR SUBMISSION

a. Reclassification of duties: This position replaces
 Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	PROTOCOL SPECIALIST	9		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION FRONT OFFICE	a. First Subdivision
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
_____ Typed Name and Signature of Employee Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
_____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent serves as the Protocol Specialist. S/he provides protocol guidance and assistance to the Chief of Mission, Deputy Chief of Mission and other Mission officers and coordinates official representational events, including those events taking place at the Chief of Mission and Deputy Chief of Mission residences. Incumbent coordinates closely with host government officials and other members of the host government. Incumbent supervises the Protocol Assistant and acts as back-up to Protocol Assistant. Incumbent is supervised by the Ambassador's Office Manager and works closely with both the Ambassador's and Deputy Chief of Mission's Office Managers.

14. MAJOR DUTIES AND RESPONSIBILITIES **% OF TIME**

Appointments and Meetings: 15%

Schedule meetings with high level government officials, other diplomatic missions, and other important local community members for the Ambassador/Chargé/DCM at the Embassy. This includes reconfirming appointments, getting directions and travel times, passing up-to-the minute schedules and information to the drivers, monitoring traffic and security updates

impacting on these movements. Incumbent handles highly sensitive information that includes access to the online calendars of Ambassador/Chargé/DCM. Handles and screens directed callers seeking appointments with the Ambassador, Chargé, or DCM, provides background on the caller if possible, makes recommendations, and coordinates visitor's access through the Regional Security Officer for clearance and escorting.

Protocol Guidance: 15%

Provides assistance to the Front Office by giving protocol guidance and liaise with the host government, other diplomatic missions, and local business contacts, including advice on local customs and practices.

Event Management/Special Projects: 25%

Acts as Special Events Coordinator for U.S. Independence Day reception, holiday events, and other official social events for Ambassador/Chargé/DCM. With Front Office guidance, devises seating arrangements and prints seating cards for official events.

Provide support for official representational events and coordinate closely with control officers of all agencies and sections, with official residence staff and with the Front Office. Attends social functions to provide assistance on protocol matters and introductions as required.

In coordination with the Front Office and Management section, updates and maintains the Front Office gratuities list, and works with Motor pool for distribution of annual greetings.

Supervises protocol assistant when developing guests lists with correct name/title/address/contact information for official functions; designing and printing invitation cards and labels; dispatching invitations at the appropriate time in coordination with Motor pool office; following up on acceptances and regrets including dietary preferences of guests; and monitoring and providing guest estimates to the Front Office.

Other projects as directed by the Ambassador/Chargé/DCM.

Contact Database: 10%

Works with and supervises protocol assistant to maintain and update a Front Office Master Contact Directory to include Government Officials, Third Country Chiefs of Missions, and all other key political and social contacts of the Embassy, including all PAs, Ministries, diplomatic missions and international organizations and diplomatic community orders of precedence.

Work with and supervise Protocol Assistant to maintain Contact Management Database (CMD) or other contact database to ensure that information is current, standardized, and duplicate contacts are removed. As CMD superusers, Protocol Specialist and Assistant will regularly provide training to other CMD users to encourage standardization of entries and reduce duplications.

Provides contact information to the Front Office or other sections within the Mission as requested.

Diplomatic Notes and Appointment Scheduling: 10%

Supervises protocol assistant when drafting and maintaining diplomatic notes; dispatching originals to the Ministry of Foreign Affairs in coordination with Motorpool.

Communicates with host government representatives and other diplomatic community members to convey messages, explain protocol matters, and make appointments.

Administrative Duties: 25%

Upon request, prepares executive correspondence to include first person notes to the President, Prime Minister, Ministers, and Chiefs of Mission for the Ambassador/Chargé's signature; drafts official and social routine correspondence to include thank you notes, regret letters, condolence messages for the Ambassador/Chargé's signature from dictated material, as well as from brief oral or written instructions.

Responds on behalf of Ambassador/Chargé/DCM for all official invitations from the Government of Uganda, the diplomatic community, and local business contacts.

Coordinates information as needed between the Front Office, and the Ambassador/DCM chauffeurs on a daily basis regarding their day-to-day assignments and schedules.

Provides internal logistical support for the Front Office in coordination of conference rooms for events and meetings, escorting VIPs to see the Ambassador / Chargé / DCM to the Front Office, and coordination with the RSO office on visitor's access through eServices.

Assists Front Office with the completion of representational event vouchers.

Makes reservations at restaurant venues for official meetings.

On occasion, provides translation from Luganda to English when required on a wide variety of incoming material, paying particular attention to the intended meaning versus the written word.

Advise on local customs, holidays, religious observations and practices, ceremonies, protocol and social usage, commemoration of special events and congratulatory messages. Alert the Ambassador and other Embassy Officers to prospective events and provide advice and recommendations concerning Embassy practice and related protocol issues. Coordinate the purchase of appropriate wreaths and flower bouquets for commemorative ceremonies.

Assists Front Office with Ambassador or Chargé's arrival and departure to/from Uganda.

May assist American officials by providing information gathering, research, reporting and related services in the field of political reporting. May review daily press, TV and radio broadcast to determine which news are of significant importance to be brought to the attention of the front office preparing either brief summary or translation.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Completion of both 'O' and 'A' level is required. Completion of a university degree in business administration, liberal arts, or science is required.

b. Prior Work Experience

Five years of progressive work experience (assisting managing directors, chief executive officers, members of boards) managing protocol activities, office management, public relations, secretarial or managing executive services is required.

c. Post Entry Training

On-the-job training; familiarization with written Department of State (DOS) guidelines and publications; DOS training offered at via distance learning, and the Foreign Service Institute (if and when funding is available and as courses are offered).

d. Language Proficiency: List both English and host country language(s) by level and specialization.

Level IV (fluent) English in speaking, reading and writing and level III (working knowledge) in Luganda, Lunyankole, Acholi, or Lusoga is required.

e. Knowledge

An extensive knowledge of host government political, social, economic, cultural, and commercial leadership is required. A comprehensive knowledge of Ugandan protocol guidelines, general etiquette, social usage and customs or issues affecting offices and individuals which post has contact is required. Familiarity with the government and private business hierarchies are also required. Familiarity with American culture, U.S. policies and interests, and social customs is preferred.

f. Skills and Abilities

Ability to deal effectively and discreetly with high level official, political, social and business figures is required.
Ability to use Windows based computer applications including MS Word, and Excel, and excellent typing skills is required.

Initiative, discretion and the ability to work independently is required. Exceptional interpersonal skills, tact, sensitivity and maturity to deal comfortably with high ranking officials from both Ugandan and the U.S. is required. Occasional evening, weekend and overtime work is required.

16. POSITION ELEMENTS

a. Supervision Received

Incumbent will work under the general supervision of the Front Office and direct supervision by the Ambassador's Office Manager.

b. Available Guidelines

General oral guidelines and written instructions from the Front Office. Follows Foreign Service Correspondence and Social Usage handbook, FAM regulations, The Office of the Chief of Protocol Summary Guide for U.S. Embassies and Missions, and various other State Department protocol publications.

c. Exercise of Judgment

Must show initiative, expertise, and use of own judgment in deciding technical arrangements for official functions and accomplishing assigned duties in protocol and social fields.

d. Authority to Make Commitments

In coordination with the Front Office, employee may commit Ambassador or DCM's time for appointments. Incumbent is authorized to order office supplies and equipment as needed.

e. Nature, Level and Purpose of Contacts

Extensive contact with host government Ministry officials, business leaders, other diplomatic missions, and protocol officials within host government in making appointments and in conveying messages.

f. Supervision Exercised

Incumbent directly supervises one Protocol Assistant position, and is responsible, as a work or team leader in delegating tasks on special projects, managing motor pool resources as required to complete projects, and coordination with Ambassador/DCM chauffeurs.

g. Time Required to Perform Full Range of Duties after Entry into the Position

52 weeks