

grammatically correct, free of spelling or typographical errors and adhere to standard format. Receives reviews and screens all incoming telephone communications transferring calls to the appropriate person and/or taking messages and following up on calls to ensure action needed. Receives reviews and controls all incoming and outgoing written unclassified correspondence. Maintains, organizes and updates administrative files in the GSO Share drive folder. Maintains, organizes and updates files, documents and information on the embassy Sharepoint site.

Attends staff meetings to record pertinent information as note taker and updates agendas. Retains a photocopy of action documents marking due dates. Tracks and follows up to ensure response is made by the due date.

Keeps an up-to-date spreadsheet of GSO staff's annual leave, training records and emergency contact information.

Controls a cupboard stock of office supplies. Submits procurement requests for GSO related requirements.

Maintains a time and attendance log for Housing, Customs and Shipping and Procurement staff including submitting and filing time and attendance (T&A) reports. Assists FM Secretary and Management Receptionist.

Provides logistical support for visiting high level delegations.

Provides customer support as the primary liaison between clients and GSO. Receives requests for information and support and takes lead in providing the appropriate action.

10%

Other Duties as assigned

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Two years of post-secondary studies in Secretarial studies, Administration, Management from a university or technical institute is required.

b. Prior Work Experience:

Two years of progressively responsible office management experience is required.

c. Post Entry Training:

Training for Integrated Logistics Management System (ILMS); eServices; Time and Attendance program; Sharepoint; Real Property Administrator program (RPA); Outlook calendar. Familiarization with sections 14 & 15 of the Foreign Affairs Manual and the mission organization.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (I, II, III)

Level 4 English speaking and writing ability is required. Level 3 speaking knowledge of Luganda or Runyakitara is required.

e. Job Knowledge:

Must have knowledge of general office management and administrative procedures. Must have a working knowledge and understanding of General Services operations. Real Property Application program (RPA); Outlook calendar. Familiarization with sections 14 & 15 of the Foreign Affairs Manual and the mission organization. Knowledge of local and U.S. Government offices (MFA, Uganda Revenue Authority, Registry of vehicles, municipal water and electricity departments) and processes to complete assigned duties is required.

f. Skills and Abilities:

Typing speed of 40w.p.m. Must be computer literate. Knowledge of MS Word, Excel spreadsheets, presentations (PowerPoint) and e-mail systems. Ability to obtain, organize, and present factual data in a logical way is required.

Ability to exercise sound judgment, apply pertinent regulations, and follow through on a wide variety of assigned work projects is required.

16. POSITION ELEMENTS

- a. **Supervision Received:**
Works under direct supervision of the Supervisor General Services Officer (SGSO) or Assistant General Services Officer in the absence of the SGSO.
- b. **Available Guidelines**
Verbal Instructions published administrative procedures, regulations in FAM; eTravel online training; T&A training.
- c. **Exercise of Judgment:**
As the first line of customer support, the position shall provide assistance and instructions to GSO clients.
- d. **Authority to Make Commitments**
Has full authority to direct all incoming and outgoing communications to proper action officer. Recognizes level of response required and takes action when appropriate. Fully authorized to establish priorities in the performance of his/her daily duties.
- e. **Nature, Level and Purpose of Contacts:**
Frequent telephone and email contact with all levels of Embassy staff and external contacts. Arranges meetings, gathers data, makes appointments, confirms actions and verifies commitments with U.S. Direct Hire employees and their family members, FSN employees, contractors, professional contacts, and GOU Officials.
- f. **Supervision Exercised:**
N/A
- g. **Time Expected to Reach Full Performance Level:**
52 weeks.