U.S. Department of State

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

| 1. POST | 2. AGENCY | 3a. POSITION NO. |
|---|---|---|
| Edited by Post | Edited by Post | Edited by Post |

**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) **Standard PD for CLO Coordinator (Type A)**

| 5. CLASSIFICATION ACTION | Position Title and Series Code | Grade | Initials | Date *(mm-dd-yy)* |
|---|---|---|---|---|
| a. Post Classification Authority | **Community Liaison Office Coordinator** | **FP-06** | **HR/OE** | **02/07/2004**<br>**07/01/2016** |
| b. Other | **CLO Designate - if interim clearance is denied, employee may be hired at one grade lower than full performance, pending receipt of clearance** | **FP-07** | | |
| c. Proposed by Initiating Office | | | | |

| 6. POST TITLE POSITION (if different from official title) | 7. NAME OF EMPLOYEE |
|---|---|
| **Community Liaison Office Coordinator (CLO)** | |
| **8. OFFICE/SECTION** | 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.**

Typed Name and Signature of Employee _____ Date(mm-dd-yy) _____

**10. This is a complete and accurate description of the duties and responsibilities of this position.**

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.**

Typed Name and Signature of American Supervisor _____ Date(mm-dd-yy) _____

**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 Human Resources Officer _____ Date(mm-dd-yy) _____

## 13. BASIC FUNCTION OF POSITION

The CLO is responsible for developing and managing a program based on community demographics and post-specific needs. Development and implementation of the program has direct impact on post morale and affects overall work performance, productivity, retention, community spirit, and individual and family well-being in a foreign environment. The CLO develops evaluation criteria and conducts periodic surveys to assess program efficacy. Based on analysis of formal and informal surveys, the CLO develops and implements a long-range program plan that outlines goals to maintain and enhance morale at post.

## 14. MAJOR DUTIES AND RESPONSIBILITIES 100% OF TIME

The duties of the CLO are defined in eight areas of responsibility: employment liaison, crisis management and security liaison, education liaison, information and resource management, guidance and referral, welcoming and orientation, community liaison, and events planning. The CLO develops and administers a program plan across the eight areas, which is client-driven and responsive to post-specific needs.

**Employment Liaison:**

- Advocate for family member employment opportunities within the Mission and on the local economy; recommend policy initiatives to post management.
- Advertise employment opportunities within the Mission and on the local economy.
- Serve on the Post Employment Committee and advocate for family member preference.
- Promote negotiation of reciprocal bilateral work agreements.
- Encourage and facilitate alternative employment options such as telework and home-based businesses.
- Organize and facilitate career planning workshops and employment seminars for family members.
- Inform family members on EFM employment programs managed by the DOS.
- Inform family members on employment resources within the DOS.
- Encourage and assist family members to apply for functional training.
- Publicize and promote the post Overseas Seasonal Hire Program (OSHP).
- Coordinate and maintain post's Family Member Employment Report (FAMER).

**Crisis Management and Security Liaison**

- Relay critical security information between post management and the community.
- Represent the interests and concerns of community members when security or crisis situations arise.
- Serve on the Emergency Action Committee with primary responsibility for rumor control.
- Work with RSO to organize security briefings, contingency planning seminars, and town meetings to disseminate information and ensure emergency preparedness.
- Develop and maintain a warden system database for all employees and family members that include safe haven information.
- Provide and explain evacuation regulations and allowances to community members.
- Provide departure and safe haven info to FLO during an evacuation.
- Work in the FLO Office as an evacuated CLO as circumstances and funding permit.
- Crisis aftermath - work with post management to rebuild the community.

**Education Liaison:**

- Establish and maintain liaison with schools used by post families.
- Provide information and referral service on educational options available to employees and family members at post. Provide current information and resources on overseas schools, Washington area schools, boarding schools, education allowances, special needs resources, home schooling, distance learning, adult education opportunities and child care issues.
- Facilitate programs that support students and youth at post.
- Prepare annual School Summary Report for Office of Overseas Schools and Child Care Report for FLO.

**Information and Resource Management**

- Gather, maintain and disseminate information to the community, post management, and appropriate functional offices in the Department.
- Pursue and develop resources within and outside the Mission to best serve constituent needs.
- Establish and maintain a community resource center that includes Internet/Intranet access.
- Develop and consolidate written resource materials under welcome/orientation/reentry, as well as other areas of CLO responsibility.
- Develop client database and CLO page on post website.
- Market the CLO program to the community and post management to garner support for programs.
- Submit semi-annual activity report to FLO.
- Submit updated post information to OBC.

**Guidance and Referral**

- Provide confidential support to individuals and groups within the community (divorce, spouse/child abuse, adoption, death, mental health concerns, etc.).
- Utilize available resources to address concerns and meet needs.
- Recommend referrals as appropriate.
- Represent individual and/or collective concerns to post management as appropriate and help formulate solutions and family friendly policies

**Welcoming and Orientation**

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment.
- Organize and maintain an effective sponsorship program.
- Organize post welcome activities.
- Coordinate official post orientation program.
- Coordinate reentry workshop for departing employees and family members.

**Community Liaison**

- Establish and maintain an effective working relationship with all agencies and sections of the Mission.
- Pursue and develop effective working relationship with local community organizations and resources that benefit members of the post community and enhance quality of life at post.
- Serve as community representative on Mission committees (IAHB, EAC, PEC and Commissary Association).
- Attend country team and regularly scheduled briefings with ADMIN and the AMB or DCM.
- Develop an effective working relationship with CLOs from other English-speaking Missions.

**Events Planning**

- Coordinate the development and implementation of relevant programs to enhance post morale in the following three categories: U. S. traditions, host country culture, social, educational and recreational activities
- Encourage volunteerism through community outreach.
- Facilitate morale-enhancing seminars and workshops organized by other groups or individuals at post.

## 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. **Education**: Completion of secondary school required

b. **Prior Work Experience:** Minimum of three years of professional work experience required.

c. **Post Entry Training:** PA490 - Introduction to the Community Liaison Office Responsibilities and PD545 - Professional Development for Community Liaison Officers (Regional)

d. **Language Proficiency:** Level 3 (Good Working Knowledge) of English Speaking/Reading/Writing required.

e. **Job Knowledge:** The complexity of issues in the daily administration of the program requires knowledge of pertinent DOS regulations, programs, and policies, as well as host-country laws, practices, and mores. This knowledge is particularly critical to performance of CLO duties in employment liaison, education liaison, crisis management, and security liaison where USG and State Department regulations, policies and initiatives govern programs and benefits critical to the general well-being of FS employees and family members overseas.

f. **Skills and Abilities**: Standard knowledge of Microsoft computer environment required; ability to draft and edit material for correspondence and publication required. Ability to demonstrate good interpersonal/customer service skills required.

## 16. POSITION ELEMENTS

a. **Supervision Received:** The CLO reports directly to the Management Counselor or Management Officer.

b. **Supervision Exercised:** (Determined by Post)

c. **Available Guidelines:** FLO; FAM; FAH

d. **Exercise of Judgment**: The CLO is a full member of the Management staff team, attends regularly scheduled Management meetings and meets one on one with the Management Officer/Counselor on a regular basis. The CLO attends country team and is a member of the EAC, PEC, IAHB, and association board at post. The CLO meets on a regular basis with the Ambassador or DCM.

e. **Authority to Make Commitments**: Federal law prohibits the use of appropriated funds to support the CLO program. CLO works with other organizations at post to defray the cost of programs that are not self-supporting, or to obtain advance funding for activities. CLO may organize in-house fund-raising activities in support of programs.

f. **Nature, Level and Purpose of Contacts**: Internal - family members, mission employees at all levels including Ambassador Level; discuss complex and sensitive issues. External - contacts in local business, educational, and service communities; may discuss sensitive issues with school administrators.

g. **Security Clearance**: Must be able to obtain and hold a Top Security clearance.

h. **Time Expected to Reach Full Performance Level**: 6 months