1. POST  
US Mission Uganda

2. AGENCY  
Department of State

3a. POSITION NO.  
97-007-112

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. Redescription of duties: This position replaces
   Position No.  (Title)  

b. New Position

c. Other (explain)

5. CLASSIFICATION ACTION  
<table>
<thead>
<tr>
<th>Position Title and Series Code</th>
<th>Grade</th>
<th>Initials</th>
<th>Date (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICASS MGT Assistant and Make Ready Coordinator, 105</td>
<td>FP-7</td>
<td></td>
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</tbody>
</table>

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)  
ICASS Quality Control / Make-Ready Coordinator

7. NAME OF EMPLOYEE

8. OFFICE / SECTION MANAGEMENT  
a. First Subdivision
   Management Office

b. Second Subdivision
   General Services

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.

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 this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

13. BASIC FUNCTION OF POSITION

The Incumbent reports directly to the General Services Officer in charge of Housing. The position supports ICASS operations, ensuring that ICASS sections meet standards in the delivery of ICASS services to customers, and advises the Management Officer on special projects and areas of focus needed to improve service delivery. As the ICASS Residential Make-Ready Coordinator, ensures a coordinated approach among ICASS sections that prepare residences for occupancy of incoming staff.

14. MAJOR DUTIES AND RESPONSIBILITIES  

25 % of time Serves as a Quality Assurance Manager for all Mission customers of ICASS Management service providers, working directly with visitors, LE Staff, American and TCN direct-hire employees at all levels of the organization, and their family members resident in Uganda. Assigns tasks, schedules technical work, and interfaces with customers, providing necessary work guidance and instructions to the other CSC team members, as well as the actual service provider assigned to the task. Coordinates with staff throughout in various management offices and contractors to provide management support to the Mission community. Assists the Collaborative Management Initiative Quality Team Manager (usually the S/GSO or A/GSO) with gathering and evaluating of performance data for service providers.  
(See attached sheet)
Incumbent responds to customer inquiries, providing information on a spectrum of management services, including government-owned and leased housing services, policies and procedures related to government-issued property (residential and office furniture, furnishings, appliances and equipment).

Coordinate and Ensure Quality Control of Mission Residential Make-Readies 35% of time
Working with all management sections, coordinates the preparation and delivery of residential housing for incoming personnel with the goals of meeting all appropriate expectations with respect to timeliness and condition. Incumbent is the primary POC for make-readies and is empowered by the Management Counselor to recommend make-ready timelines/schedules and, as necessary, resolve issues amongst management section teams to ensure success. At the height of the make-ready season, interfaces with various agencies HR staff to track arrivals/departures for housing purposes. Sends out the housing surveys and IAHB assignments to incoming personnel. Runs a weekly make ready meeting and as required prepares the agenda and coordinates the IAHB.

Overseas/Manages Staff Orientation and Departure Program 10% of time
Working in coordination with all ICASS sections, incumbent supports the ICASS program to facilitate the transfer to post of new arrivals, including TDY employees, and arranges logistical support for employees departing Kampala. In this capacity, incumbent works with new/departing employees, the employing agency, sponsors, management colleagues, and vendors. Incumbent schedules housing inspections and coordinates pack-out dates for departing employees, and signs check-out sheets prior to employee departure. Incumbent briefs newcomers during the Community Orientation briefing, a required part of the in-processing of all new American direct-hire employees or family members.

Provides GSO support 10% of time
Provides supervisory support in two of the GSO subsections of Motor Pool and Property as required, and completes special projects as directed.

TDY Visitor Management 10% of time
Tracks TDY visitors to post, ensuring that visitors appear on the ECC Visitor’s List and that they are subscribed for the appropriate ICASS services. For PCSing employees, both arriving and departing, ensures that employees and all dependents are captured in the appropriate database.

ADDED DUTIES 10% of time
Incumbent serves, when required, as a security escort to all Controlled Access Areas, to include the roof, in the Chancery compound. In this capacity, the incumbent would also escort VIP visitors into CAA areas, if necessary.
15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE
   a. Education: Completion of a university degree in liberal arts, sciences or business administration is required.
   
   b. Prior Work Experience: Two years general office experience in customer-focused work environment.
   
   c. Post Entry Training: Web PASS and ILMS software application, including e-Services, Real Property Management, NEPA, Quality Management Systems training, DOS Customer-Focused Management training, ICASS training, Uniform Service Standards familiarization.
   
   d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level IV English speaking and writing ability is required.
   
   e. Job Knowledge: General administrative and office procedures. Knowledge of the operation of ICASS, management practices and a general understanding of USG organizational structure, including the ability to appreciate political nuances and cultural sensitivities.
   
   f. Skills and Abilities: Excellent drafting skills (English), strong interpersonal, presentation, and organizational skills required. Must demonstrate expertise in customer-focused management, including sound judgment and creative problem-solving in addressing issues varying in volume, scope, and complexity. Ability to remain tactful and professional at all times. Must be able to adapt to changing circumstances and be able to juggle dozens of different, often time-sensitive tasks in a variety of specialized areas. Level 1 Typing. Proficiency with Microsoft Office applications (Excel, Access, Powerpoint) required. Must be able to obtain a Secret security clearance.

16. POSITION ELEMENTS
   a. Supervision Received: Incumbent works under the direct supervision of the Management Officer. Incumbent manages a team of individuals co-located in the Customer Service Center. Incumbent independently manages his/her areas of primary technical responsibility, and daily workload in accordance with established procedures.
   
   b. Supervision Exercised: None
   
   c. Available Guidelines: DOS regulations contained in the FAM and FAH; SHEM and OBO guidelines; Mission Uganda and post standards; post-specific policies, procedures, and instructions.
   
   d. Exercise of Judgment: Incumbent is expected to exercise excellent judgment, carrying out duties in accordance with established parameters and procedures. Must be able to deal with customers at all levels of the organization, external contacts, and management colleagues to identify and resolve problems involving management services and resources.
   
   e. Authority to Make Commitments: N/A
   
   f. Nature, Level and Purpose of Contacts: Internal contacts include all American direct-hire employees and LES staff at all levels of the organization; family members of American direct-hire employees; co-workers in Management Section and throughout Mission Uganda; colleagues at other embassies and consulates. External contacts include selected vendors and contractors and Ugandan customs and local government officials.
   
   g. Time Expected to Reach Full Performance Level: 26 weeks.