



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.