

ANNOUNCEMENT NUMBER: 09-18

- OPEN TO:** All Interested Candidates
- POSITION:** Telephone Operator/Receptionist, FSN-3; FP-BB*
- OPENING DATE:** July 1, 2009
- CLOSING DATE:** July 22, 2009
- WORK HOURS:** Full time: 30 hours/week * 5 days a week, 6 hours a day
- SALARY:** *Not-Ordinarily Resident (NOR): US\$ 21,517 p.a. (Starting salary)
(Position Grade: FP-BB to be confirmed by Washington)
*salary based on a 40 hour work week
- *Ordinarily Resident (OR): Euro 23,555 p.a. (Starting salary)
(Position Grade: FSN-3)
*salary based on a 40 hour work week

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The US Embassy in The Hague is seeking an individual for the position of Telephone Operator/Receptionist.

BASIC FUNCTION OF POSITION

Incumbent of this position is responsible for performing receptionist duties and operating the telephone switchboard.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Jamie L. Armstrong, Human Resources Officer, telephone number 070/3102251.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

- EDUCATION:** Graduation from Secondary school required.
- EXPERIENCE:** Six months of related experience required.
- LANGUAGE:** Level IV Dutch (Fluent) and level III English (Good Working knowledge) are required.

KNOWLEDGE AND**ABILITIES:**

Familiarity with the responsibilities of each section/agency attached to the Embassy and Consulate General in Amsterdam. Must have administrative abilities. Must be courteous, patient and tactful at all times in dealing with callers and receiving visitors of all categories and must exercise tact, necessary to reply to all questions without causing irritation.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (SF-171 or OF-612); or a current resume or curriculum vitae that provides the same information as an OF-612; plus
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT WRITTEN APPLICATIONS TO

American Embassy
Human Resource Office
Lange Voorhout 102
2514 EJ The Hague

POINT OF CONTACT

J. Armstrong
Telephone number: 070/3102251

SUBMIT ELECTRONIC APPLICATIONS TO
hrothe Hague@state.gov

DEFINITIONS

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- US Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, and either:
 1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad; or
 2. Resides at an Involuntary Separate maintenance Allowance (ISMA) located authorized under 3 FAM 3232.2.

2. EFM: An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad.

An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. Not Ordinarily Resident (NOR) - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).
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NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

CLOSING DATE FOR THIS POSITION:

The US Mission in the Netherlands provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.