OPEN TO: All Interested Candidates / All Sources

The “Open To” category listed above refers to candidates who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

POSITION: DPO MAIL CLERK

Full-performance level: FSN-5 / FP-9

OPENING DATE: June 27, 2017

CLOSING DATE: July 5, 2017 (COB)

WORK HOURS: Full time

SALARY: Ordinarily Resident (OR):

- Full Performance level – FSN-5 US$ 17,731 p.a.

Not-Ordinarily Resident (NOR) *

- Developmental level – FP-AA
- Full Performance level – FP-9

*Final grade/step for NORs will be determined by Washington.

Note 1: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Note 2: All positions advertised are subject to availability of funds.

IMPORTANT REMARKS:

1. Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.

3. Due to the Executive Order on Federal Worker Hiring Freeze, all advertised positions will be subject to the recent guidelines received from the Department of State.
The U.S. Mission in Quito, Ecuador is seeking eligible and qualified applicants for the position of **DPO MAIL CLERK in the IRM SECTION**.

**BASIC FUNCTION OF POSITION:**

Serves in the Diplomatic Post Office and Diplomatic Pouch and Mail in U.S. Embassy Quito, incumbent receives, process, distribute U.S., Inter-Agency, Intra Area Mail, and unclassified pouch materials for Quito and Consulate General Guayaquil. Incumbent is also responsible for the day-to-day unclassified pouch handling with DoS locations in the U.S., U.S. Consulate in Guayaquil, and with other Embassies worldwide. Enforce the Diplomatic Pouch and Mail regulations; providing on-the-job training to all mailroom staff in regards to safe mail screening and handling procedures. Incumbent will also be designated as a classified courier expediter.

**QUALIFICATIONS REQUIRED:**

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

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

b. **Experience:** One year of clerical and customer service experience is required.

c. **Language Proficiency:** English Level III (good working knowledge) and Spanish level III (good working knowledge) are required.

d. **Abilities and Skills:** Good working knowledge of computer programs (Word, Excel, Outlook) and internet are required.

e. Must be able to move parcel mail and mail sacks up to 70lbs.

f. Must have valid and legally obtained driver’s license class B (as per local definitions).

Please note that any or all of the above required qualifications may be tested.

**FOR FURTHER INFORMATION:**

The complete position description listing all of the duties and responsibilities may be obtained on our website at [http://ecuador.usembassy.gov/news/job-opportunities.html](http://ecuador.usembassy.gov/news/job-opportunities.html) and/or by contacting the Human Resources Office by email to hroquito@state.gov.

**HIRING PREFERENCE SELECTION PROCESS:**

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately
describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

AEFM / USEFM who is a preference-eligible U.S. Veteran*
AEFM / USEFM
FS on LWOP**

* IMPORTANT:

Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans’ preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans’ preference will not be considered in the application process. Mission HR’s decision on eligibility for U.S. Veterans’ preference after reviewing all required documentation is final.

** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor’s tour of duty to be considered eligible to apply for this position.
5. The successful applicant should be available to enter on duty within 30 days of being notified that s/he has been selected and cleared for employment.
6. Employment eligibility criteria for this position were established by the hiring supervisor.
7. Tests to assess a candidate’s skill may be given to applicants for any position. Test results will become a part of the candidate’s application package. If the applicant is not available for a test during the established timeframe or if the applicant does not pass the test, then the applicant will not be interviewed.
8. All, including preference candidates, must meet all the requirements of the position at the time of the application to be considered, that includes language test results and documentation requested.
9. The Embassy will review work references or ask applicant for support documentation of any of the information submitted on applications.

10. The developmental level will be based on the qualifications and experience of the applicant; minimum time of developmental level 52 weeks on the job.

11. Must be available to work full-time throughout DPO peak season (mid-November through mid-January) and DPO business hours.

HOW TO APPLY:

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, work and/or residency permits, etc.).

SUBMIT APPLICATION TO:

1) Per email *(preferred method)*
   E-mail: hroquito@state.gov
2) Per hand delivery *(please note this method often results in applications not getting any form of response on the recruitment process)*
   American Embassy
   Avigiras E12-170 y Av. Eloy Alfaro
   Attention: Human Resources REF DPO MAIL CLERK

EQUAL EMPLOYMENT OPPORTUNITY:

The U.S. Mission 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.
DPO MAIL CLERK
CLEARANCES

IPO, JSmith: ______________________

HRO, KConole: ______________________

MGT, SMcDonald: ______________________
Appendix
DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); or
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; or
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; or
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner 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; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; or
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; or

This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).
Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM for employment purposes is an individual who meets all of the following criteria:

- U.S. Citizen; and
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; or
- Child of the sponsoring employee who is unmarried and at least 18 years old; and
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); and
- Is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

1. Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
2. Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
3. Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

**Not Ordinarily Resident (NOR) –** An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.
**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

**WAE (When Actually Employed):**

- A temporary appointment that is on an “as needed basis. Individuals on this appointment are not entitled to sick or annual leave or any of the other benefits conferred to Family Member Appointments.

- Administrative clerks / Security Escorts, mailroom.

- The hours to perform a work request are projected and approved with funds obligated in advance.

- Maximum number of hours should not exceed 160/month - 80 hours per pay period - 8 hours a day.

- WAE employees are on a roster and HR will contact employees in turn.

- If an employee turns down a work request more than two times in a row made at least 48 hours in advance for work during he normal duty hours, the Embassy reserves the right to terminate the employee’s WAE status and seek a replacement.
Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post  
Quito

2. Agency  
DEPARTMENT OF STATE

3a. Position Number  
311801 A55312

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 Number) __________ (Title) __________ (Series) __________ (Grade) __________

□ b. New Position

□ c. Other (explain)  
VACANT

5. Classification Action

Position Title and Series Code  
Grade  
Initials  
Date (mm-dd-yyyy)

a. Post Classification Authority

MAIL ROOM CLERK, 130  
FSN-5  
05-20-2016

b. Other

c. Proposed by Initiating Office

6. Post Title Position (If different from official title)

DPO MAIL CLERK

7. Name of Employee

Richard Gornall, IMS

8. Office/Section

a. First Subdivision

IRM  
IPO

b. Second Subdivision

IMS

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.

Richard Gornall, IMS

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.

Jeffrey Smith, IPO

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.

Teena M. Ege, RHRO  
06/08/2017

13. Basic Function Of Position

Serve in the Diplomatic Post Office and Diplomatic Pouch and Mail in U.S. Embassy Quito, incumbent receives, process, distribute U.S., Inter-Agency, Intra Area Mail, and unclassified pouch materials for Quito and Consulate General Guayaquil. Incumbent is also responsible for the day-to-day unclassified pouch handling with DoS locations in the U.S., U.S. Consulate in Guayaquil, and with other Embassies worldwide. Enforce the Diplomatic Pouch and Mail regulations; providing on-the-job training to all mailroom staff in regards to safe mail screening and handling procedures. Incumbent will also be designated as a classified courier expediter.

14. Major Duties and Responsibilities

Diplomatic Post Office Operations - 35%

The incumbent packs, seals, and weighs mail (letter, boxes and pouch mail). The incumbent also prepares and prints AV-7 for outgoing and incoming mail and prepares the IBM tracking report on a daily basis. The incumbent sorts and distributes mail, accepts parcels for delivery, verifies postage charges, and maintains records for certified and insured deliveries. The incumbent runs constituent post's (Guayaquil's) outbound reports and verifies that all the procedures for delivering the mail to the airline are accurate. The incumbent maintains the integrity of the DPO/DPM by only allowing authorized users to utilize the DPO/DPM mail facility in accordance with established policies and regulations. This is done by maintaining an accurate list of all authorized users of the mail.

(See Addendum 1)
15. Qualifications Required For Effective Performance
   a. Education
      A high school diploma or host country equivalent is required.
   b. Prior Work Experience
      Must have one year of clerical and customer service experience.
   c. Post Entry Training
      One month of on-the-job training
   d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read).
      English Level III (good working knowledge) written and spoken is required.
      Spanish Level III (good working knowledge) written and spoken is required.
   e. Job Knowledge
      Good working knowledge of computer programs (Word, Excel and Outlook Microsoft Office applications).
   f. Skills and Abilities
      Ability to draft correspondence. Must be in good health and physically able to move parcel mail and mail sacks up to 70lbs. Good customer service. Must be available to work throughout DPO peak season and DPO business hours. Valid and legally obtained class B (as per local definitions) driver license is required.

16. Position Element
   a. Supervision Received
      Direct supervision from the Pouch/DPO Mail Supervisor, under the direction of the Embassy Information Programs Officer.
   b. Supervision Exercised
      Incumbent will provide work guidance to other DPO clerk, mail contractors, motorpool drivers, etc., during classified pouch duties.
   c. Available Guidelines
      DoD/DoS Operating Manuals, 14 FAM, 5 FAM, and Postal Manuals written in English.
   d. Exercise of Judgment
      Incumbent will problem solve and make decisions regarding the functioning of the DPO and the transportation and storage of mail when the supervisor is not available.
   e. Authority to Make Commitments
      N/A
   f. Nature, Level, and Purpose of Contacts
      External: Incumbent interfaces with managers and staff of private air carriers, government organizations and the Ecuadorian customs and airport personnel to ensure proper procedures are followed regarding the special circumstances of military mail. Internal: Incumbent liaises with Direct Supervisor, Customers that include U.S. Direct Hires and Locally Employed Staff.
   g. Time Expected to Reach Full Performance Level
      Three months.
Addendum 1

facility and absolute control of all incoming and outgoing mail and pouches while in custody. The incumbent also provides guidance and mail service to customers, including assistance with the USPS website. Incumbent shall receive, open, inventory, and distribute incoming unclassified pouch materials. Prepare materials, receipts, invoices and pouches for outgoing unclassified pouches. Maintain registered logs for both State and local pouches and mail items. Incumbent is responsible for the distribution of newspapers using the internal mail boxes assigned to each section. Mail prescreening, and the processing of incoming local mail, FedEx and DHL mail is also the incumbent's responsibility.

The incumbent must be able to resolve issues that may arise at the airport dealing with customs, storage, transportation, etc., when not accompanied by the supervisor. In conjunction with the DPO/DPM Mail Supervisor, Regional Security Officer and the IPO officer, the incumbent ascertains to the extent possible that illegal items or substances (i.e. explosive, prohibited narcotics, or other toxic or dangerous material) are not transported (received or shipped) from any source. The incumbent performs other duties related with postal activities as required. Pick up and deliver local mail to post office. Maintain relations with Ecuadorian postal officials to ensure continued and timely receipt and dispatch of local mail. Stay current with all Ecuadorian postal regulations to assist in decision making on any Embassy postal project.

The incumbent must follow procedures on USPS claim records such as the violation reports and keep records of all claims. The incumbent must have an accurate inventory of the DOD-required forms and documents. The incumbent must maintain an updated list of users no longer authorized to use post's DPO and readdress their mail. The incumbent must also return and follow procedures for misrouted mail, unknown packages and magazines, maintain a neat and organized workspace, and dispose of material requiring destruction.

Diplomatic Pouch and Mail - 35% of Time

Oversee the receipt, inventory, and distribution of incoming unclassified pouch materials. Prepare materials, receipts, invoices and pouches for outgoing unclassified pouches. Maintain registered logs for both State and local pouch and mail items. Incumbent is responsible for the distribution of newspapers using the internal mail boxes assigned to each section. Mail prescreening, and the processing of incoming local mail, FedEx and DHL mail is also the incumbent's responsibility. The incumbent completes all required paperwork from local companies and local Government to expedite the release of Diplomatic mail from Customs. As a follow-on process incumbent must go to ADUANA and verify that all documentation is in order and matches incoming mail cargo. The incumbent must ensure that all DPM pouches maintain integrity from origin to destination. All discrepancies must be documented and reported to proper authorities.

The incumbent interfaces daily with supervisors and staff from private air carriers, government organizations and Ecuadorian military personnel at the airport.

Local Mail Operations - 15% of Time

Pick up and deliver local mail to post office. Maintain relations with Ecuadorian postal officials to ensure continued and timely receipt and dispatch of local mail. Stay current with all Ecuadorian postal regulations to assist in decision making on any Embassy postal project. Advise supervisory personnel of all changes, and make suggestions for better usage of available mail facilities.

Local mail as well as internal mail is also received and distributed by the incumbent three times per day or as necessary.

Classified Courier Expediter - 10% of Time

Meet incoming diplomatic courier and assist in securing classified pouch material in Embassy vehicles. Assist courier in any manner necessary for prompt exit from airport with classified materials. Handle hotel reservations, pickup schedules, and block space on aircraft for outbound pouch. Handle ticketing, payment of excess baggage charges, and any other needs of the courier to assure smooth transit of airport facilities.

Keep current with airport contacts, such as customs, police, airline companies and airport authorities.

Miscellaneous - 5% of Time

Incumbent will be responsible for interfacing and coordinating with all DPO/DPM changes affecting post. Provide training to all DPO/DPM as necessary in all aspect of postal duties and regulations. Incumbent is also responsible for updating DPO/DPM SOP and other IRM duties as assigned.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."