

SUBJECT: EMPLOYMENT OPPORTUNITY IN THE FAMILY LIAISON
OFFICE: DEPUTY DIRECTOR

PLEASE PASS TO CLO COORDINATOR AND PMO

1. The following is an announcement of a vacancy in the Family Liaison Office (M/DGHR/FLO). Please publish widely in your mission community.

2. Title: Administrative Officer (Deputy Director) of the Family Liaison Office (M/DGHR/FLO), GM-341-13/14, 2-year limited appointment, excepted service, schedule a.

3. Summary: The incumbent of this full time position is responsible to the Director and works closely with the Director in fulfilling the mandate of the Family Liaison Office which was created in 1978 to advocate for the interest of foreign service employees and families. The Administrative Officer serves as Deputy Director and acts on behalf of the Director in all capacities when the director is absent from the office.

4. Major Duties:

A) Assists the Director as needed in the leadership and management operations of the office, including representing M/DGHR/FLO and the needs of foreign service families to the management of the Department of State and other USG agencies. Works with the Director to identify needed changes and initiatives in policy, regulations, and legislation to improve quality of life for foreign service employees and family members.

B) Directly supervises five program officers, one program assistant and front desk receptionist.

C) As Administrative Officer, prepares FLO's Bureau Program plan submission and monitors procurement and contractual arrangements with the Executive Office.

D) Gathers information, prepares statistical data, drafts and edits numerous and varied communications for FLO's on-line communications and website as well as correspondence, annual reports, memoranda, proposals, testimony, and talking points.

E) Oversees FLO's multimedia publications program in conjunction with the Publications Coordinator.

F) Ensures a high level of customer service to clients seeking information, guidance and referral; monitors and guides internal controls.

G) Addresses a variety of groups to inform individuals of services available and to explain the operations of the office.

H) Participates in orientation and training programs involving FLO and CLO activities.

I) Assists the Director in administering the FLO program including overseeing personnel staffing, budget, and information systems.

5. Qualifications and Ranking Factors: Applicant must be a U.S. citizen with six years of first-hand familiarity with the unique social, economic, spouse employment, educational, health needs and other issues of foreign service families, gained through living in foreign service communities abroad. Applicant must also be able to demonstrate the following:

- A) Ability to supervise staff members, to develop and manage program activities, including budget and information systems;
- B) Ability to conduct group discussions, present training modules, address audiences, and interact with officials of the foreign affairs agencies on all levels;
- C) Editing, research, and writing experience which includes gathering, organizing and synthesizing large amounts of diverse information;
- D) Ability to analyze and evaluate complex problems and to develop and implement complex solutions to them or to make appropriate recommendations to resolve them;
- E) Ability to interpret and apply regulatory material;
- F) Knowledge of the services and functions of the foreign affairs agencies.

6. How To Apply:

Interested individuals may submit one of the following: an Optional Application for Federal Employment (OF-612), an SF-171, a resume or any other written format (see important instructions for submitting a resume at the end of this announcement).

In addition, each candidate must submit a separate supplemental statement that addresses each ranking factor and explains in detail how the applicant's experience (paid or unpaid), education or special training relates to those qualifications and ranking factors (see number 5 under Additional Information). Applications, which are incomplete or mailed in postage-paid government envelopes, will not be considered.

Send applications to Ms. Brenda Marshall, HR/EX, Room H-726, Department of State, Washington, D.C. 20520. Applications may also be faxed to Ms. Marshall on (202) 663-2371. The application must be received by close of business, Friday, November 12, 2004. If there are any questions regarding this announcement, please call Faye Barnes, Director, M/DGHR/FLO, on (202) 647-1076. Overseas applicants may want to email, cable, or fax (202-647-1670) their intention to apply to Ms. Barnes.

Evaluation Method: Determination of basic eligibility and evaluation of the applicant's experience, education and training will be based solely on a review of the federal application or resume. It is imperative that the written

information provided be in sufficient detail to permit accurate evaluation of eligibility and background as they relate to the qualification requirements listed in the announcement. Competition for vacancies in the Family Liaison Office is very keen. Generally, only the top 3 to 5 best-qualified candidates will be referred for interview.

Additional Information. Please note that all positions in the Family Liaison Office are in the excepted service; neither previous government experience nor executive order eligibility is a prerequisite. However, candidates with government experience or eligibilities should document such experience to assist in proper evaluation of their application. Therefore:

A) All current Federal employees and reinstatement eligibles must submit a current performance appraisal and a SF-50 showing proof of competitive status. (If a current performance appraisal does not exist, a form DS 1812 (Applicant Appraisal) or equivalent form from another agency, signed by the current supervisor, is acceptable, or if the performance appraisal of record does not fully address the ranking factors, the DS 1812 may be submitted.)

B) All non-competitive eligibles must submit proof of eligibility.

C) All applicants claiming veterans' preference must provide proof of eligibility.

D) All other applicants (non-status) must submit information identified above.

E) All applicants must submit information that addresses the ranking factors (Qualifications) in this announcement.

F) All applicants should submit SF-181, Race and National Origin Form (for statistical purposes only).

Privacy Act Information: The Office Of Personnel Management and other Federal agencies rate applicants for Federal jobs under the authority of Sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of Title 5 of the United States Code. The information requested is needed to evaluate your qualifications. Other laws require inquiring about citizenship, military service, etc.

Information for those who wish to submit a resume: Please note that although neither the format nor a particular application form is specified, there is certain information that applicants must provide in order to determine if the legal requirements for Federal employment have been met and to evaluate one's qualifications. If a resume format is used, it must contain the following information for the applicant to be considered for the

position.

Personal and Educational Information: 1. Full name, mailing address (with zip code) and day and evening phone numbers, including area code; 2. Social security number; 3. Country of citizenship (most Federal jobs require U.S. citizenship); 4. Veterans' preference (proof of eligibility required); 5. Highest Federal civilian grade held, including series, beginning and ending dates; 6. Name, city and state of last high school attended and date of diploma or GED; 7. Name and state of colleges and universities attended, major fields of study, type and year of any degrees received (if no degree, show total number of credits earned and indicate whether they are in quarter or semester hours).

Work Experience and Other Qualifications: Applicants must provide information on their work experience, both paid and non-paid, that is related to the position for which they are applying, including: 1. Job title (series and grade if Federal employment); 2. Duties and accomplishments; 3. Employer's name and address; 4. Supervisor's name and telephone number (indicate if we may contact your current supervisor); 5. Starting and ending dates of employment (month and year); 6. Hours worked per week; 7. Salary; 8. Any other qualification, including: job-related training (title and date of course); skills (e.g., Languages, typing speed, tools, machinery, computer software/hardware); current licenses; or honors, awards and special accomplishments (e.g., honor societies, publications); 9. Early availability may be a factor; 10. Candidates may wish to include an email address.