

Position Vacancy

Assistant Telephone Supervisor/Cell Phone Manager

OPEN TO: All Interested Parties
POSITION: Assistant Telephone Supervisor/Cell Phone Manager (55200)
OPENING DATE: March 16, 2016
CLOSING DATE: March 30, 2016
WORK HOURS: Full Time: 40 hours/week
SALARY: Ordinarily Resident (OR) ¥5,487,739p.a.
(Position Grade: FSN-6)
Not-Ordinarily Resident (NOR)
(Position Grade: FP-8/Starting salary set by Washington)

All ordinarily resident applicants must have the required work and/or residency permits to be eligible for consideration.

The Embassy Switchboard of the U.S. Embassy in Tokyo is seeking an Assistant Telephone Supervisor/Cell Phone Manager.

BASIC FUNCTIONS OF POSITION:

The incumbent is the Assistant Telephone Supervisor and will be responsible for the overall operations of the Switchboard in the Telephone Supervisor's absence. S/he ensures the switchboard is adequately staffed and is responsible for the quality of customer service. S/he acts as POC for all cell phone issues and support for Mission personnel, VIP visitors, and delegations in the absence of the supervisor. This duty requires fiscal data receipt, vendor contact, rental agreements, cell phone receipts, charging and assignment/distribution/collection, refurbishment before return to vendor, and accurate usage billing. S/he prepares and maintains the Embassy contact lists. S/he must be able to work without direct American supervision and provide first echelon emergency communications for Mission Japan.

QUALIFICATIONS REQUIRED:

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item. Please see the "Tips for Applying" page on our website for more details: <http://japan2.usembassy.gov/e/info/tinfo-jobtips.html>

1. **Education:** Completion of high school.
2. **Prior Work Experience:** Minimum of 2 year switchboard experience with an English speaking organization.
3. **Language Proficiency:** Level III* (good working knowledge) English and Japanese. Language proficiency may be tested.
4. **Knowledge:** Administrative, managerial, switchboard & interpreter procedures.
5. **Skills and Abilities:** Basic computer skills.

* U.S. Government language standards. For equivalents in other standard tests, please see <http://japan.usembassy.gov/e/info/tinfo-jobtips.html>.

SELECTION PROCESS:

When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider 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. Applications must be post marked by/on the closing date.

HOW TO APPLY:

Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (DS-174/read-only file), which is available on our website: <http://japan2.usembassy.gov/e/info/tinfo-jobs.html>
2. Academic credential (e.g., copy of transcript, diploma, or equivalent)
3. Language test score that is less than five years old (e.g., TOEIC, TOEFL, STEP, CASEC, JLPT, J-CAT, etc.)
4. Any other documentation (e.g., driver's license, certificates, typing skills, etc.) that addresses the qualification requirements of the position as listed above.

IMPORTANT:

Applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran's preference may be found in HR/OE's Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Mailing Address: 1-10-5, Akasaka, Minato-ku, Tokyo 107-8420

Appendix A - DEFINITIONS

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

- (1) U.S. Citizen or not a U.S. Citizen; and
- (2) Spouse or same-sex domestic partner (as defined in 3 FAM 1610); or
- (3) Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; or
- (4) 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
- (5) 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
- (6) 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
- (7) Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual who meets the following criteria:

- (1) U.S. citizen; and
- (2) The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is an unmarried child at least 18 years old; and
- (3) Listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
 - (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or

(b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under 3 FAM 3232.2. If residing at an ISMA location, the individual will not be listed on the sponsoring officers travel orders, but will have a Form SF-1190, Foreign Allowances Application, Grant and Report, processed authorizing ISMA.

Appointment Eligible Family Member (AEFM): An individual who may qualify for a direct-hire Foreign Service appointment on either a family member appointment (FMA; *see* below) or a temporary appointment (TEMP; *see* below) provided that **all** of the following criteria are met:

- (1) Is a U.S. citizen; and
- (2) Is the spouse or domestic partner (as defined in [3 FAM 1610](#)) of the sponsoring employee, or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- (3) Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, 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 at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- (4) Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan; and
- (5) Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Other family members, including EFM parents (parents granted EFM status pursuant to 14 FAM 511.3(2)), or dependents on direct-hire Foreign Service, Civil Service, or uniformed *service members* travel orders or approved Form *OF-126* who do not meet all of these criteria are not AEFMs for purposes of [3 FAM 8200](#). Both AEFMs and USEFMs receive a hiring preference for all positions advertised at post.

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:

- (1) Not an EFM and therefore not on 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.

A MOH may be 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. An MOH may or may not be a U.S. citizen. [12 FAM 275](#), Reporting Cohabitation with and/or Intent to Marry a Foreign National.

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

- (1) 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
- (2) Has diplomatic privileges and immunities; and
- (3) Is eligible for compensation under the FS or GS salary schedule; and
- (4) Has a U.S. Social Security Number (SSN); and
- (5) Is not a citizen of the host country; and
- (6) Does not ordinarily reside in the host country; and
- (7) Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- (1) A citizen of the host country; or
- (2) 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
- (3) Is subject to host country employment and tax laws.