13. BASIC FUNCTION OF POSITION
This position is situated in the Management Office of U.S. Embassy Wellington. The incumbent provides Administrative/Secretarial duties to the Management Office, serves as the International Cooperative Administrative Support Services (ICASS) Customer Services Administrator and the Collaborative Management Initiative (CMI) Quality Coordinator. This position also functions as the Temporary Duty (TDY) Visits Coordinator.

14. MAJOR DUTIES AND RESPONSIBILITIES
A. Administrative Functions 35%
B. TDY/ VIP Visits 35%
C. ICASS/ CMI Quality Coordinator 25%
D. Secretarial Functions 5%

A. Administrative Functions
1. Drafts cables, memos, management notices, Mission policies for Management Officer (MO) to level where minimum review is required by MO.
2. Responsible for reviewing, formatting, and collating final drafts of documents for MO to level where minimum review is required by MO.
3. Prepares budget documentation as required by MO for program, representation, and other annual events.
4. Assists Human Resources Officer (HRO) to complete MRR and rightsizing reports, and any other reports as required.
5. Provides logistical support for PAS and other Embassy events.
6. Responsible for final review and editing of CLO newsletter.
7. Liaises with MFAT on Management related issues as needed and on direction from MO or Management Specialist, and advises MO as necessary.
8. Provides timely guidance to Employees on Management-related questions and issues, with minimal supervision.
9. Researches and advises on policy issues as required by MO, and performs analysis and undertakes projects as assigned.

B. TDY/VIP Visits
1. The incumbent serves as the primary TDY visits coordinator and provides back up or lead where necessary for the Management Specialist on VIP visits. Coordinates with Visit Control Officer all arrangements for travel, hotel rooms, transportation, passport, ticketing, in-country itineraries, airport facilitation – airside, welcome kits, organizing functions/ conference rooms. Assists Embassy Control Officer with identifying and completing their assigned functions. When required, coordinates available staff and equipment for a control room and acts as the main point of contact for the visit. Sets up external appointments for visitors as needed.
2. Provides logistical support (travel and accommodation arrangements) and back up to Management Specialist for high level visits- POTUS, FLOTUS, SECSTATE, & CODELS, etc.
3. Maintains VIP visits SOP.

C. ICASS/ CMI Quality Coordinator
1. Maintains ICASS Calendar, schedules meetings, prepares agendas, and takes minutes at ICASS meetings. Responsible for preparing ICASS briefing materials. Provides orientation briefing to new officers on Post ICASS services.
2. Regularly meets with Service Providers to facilitate self-assessment on services provided, and gauge concerns and problems that service providers may be experiencing.
3. CMI Quality Coordinator: Serves as the Mission’s primary CMI Point of Contact for the entire Mission, and liaises with all ICASS Service Providers, Mission Management, Washington Office of M/PRI and all Customers to ensure post optimizes the use of eServices. Conducts individual or group briefing sessions, presentations, as appropriate, for Service Providers and Customers to better understand the objectives of CMI and the importance data collection. Communicates with post management, agency heads, section heads, LES supervisors, and M/PRI Officials to ensure post achieves its set targets and service efficiency is improved. Resolves issues on and receives queries from customers, service providers, and/or M/PRI officials, about eServices processing. Communicates these queries with concerned officials in Washington and/or at post for resolution/further action, and provide feedback and ensure resolution.
4. Monitors monthly CMI reports and determines performance rating according to Uniform Service Standards. Keeps record of performance rating and disseminates as necessary to ICASS section heads/ service providers.
5. Coordinates annual ICASS survey and disseminates results. Coordinates Post response to survey.

D. Secretarial and Other Duties as Assigned
1. Maintains Management Officer’s schedule and makes appointments for MO. Performs general correspondence, including standard introductory letters for new arrivals. Monitors SMART cable traffic and files/ distributes cables as required.
2. Incumbent acts as Timekeeper for Management and HR sections, and is responsible for timely and accurate reporting of Time and Attendance. Provides backup to Master Timekeeper if needed.
3. Clears and distributes mail for the section. Is responsible for determining supply needs and ordering supplies for the section. Keeps Arrivals/ Departures list current. Prepares visitor access requests.
5. Post Profile Administrator. Maintains Evacuation Folder, including preparing Emergency Travel Authorizations for American Personnel and keeping next-of-kin and emergency locator details current for all staff. Administration of Duty Officer Program, including issuing Duty Officer Roster twice a year and keeping Duty Officer Folder up to date for both Wellington and Auckland. Maintains and updates Post Report annually and as needed.
6. Coordinates and provides guidance to EFM on requirements for conducting annual Retail Price Survey and Hotel and Restaurant Survey. Provides instruction on entry into WebPass.
7. Regularly updates Management Office and ICASS Sharepoint pages, including, but not limited to, travel and visits information, MFAT information, Management Notices, and Mission Policies, eServices Information, and other ICASS announcements and documents.

8. Liaises with MFAT to ensure that employees (including TDY staff) are accredited. Responsible for completion of all MFA forms. Updates diplomatic lists regularly. Processes all diplomatic visas, ID cards, provides visa information etc to all incoming American personnel.

9. SharePoint coordinator. Regularly reviews Embassy Wellington’s SharePoint site for accuracy and ensures information and documents are current. Serves as point of contact for “helpdesk” inquiries regarding SharePoint. Regularly updates Management Office and ICASS pages including, but not limited to, travel and visits information, MFAT information, Management Notices and Mission

10. Updates Post’s designation list regularly as directed by the MO

15. Qualifications Required for Effective Performance:
   a. **Education:** Completion of secondary school required.

   b. **Prior Work Experience:** 2-3 years progressively responsible experience in an administrative role in an office setting required. Experience arranging travel and accommodations, drafting organization wide notices/memos/policies etc, ordering supplies; performing basic payroll and providing overall office support.

   c. **Post Entry Training:** Depending on availability of funds, suitable training with emphasis on regulations and procedures at the Department's Foreign Service Institute (FSI). FSI Online courses; Ethics for New Locally Employed Staff (PA453); Cyber Security Awareness Course (PS800); E2 Solutions Travel Arranger (PK196) and E2 Solutions Traveler (PK197).

   d. **Language proficiency:** Level 4 English (fluent- written and spoken) required.

   e. **Job Knowledge:** Incumbent should possess excellent ability in Microsoft Office Suite of applications. Good knowledge of office administration, policies and procedures. Knowledge of principles of customer service. Knowledge of principles of project management.

   f. **Skills and abilities:** Typing at level 4 (40 WPM with a high degree of accuracy). Must be able to deal tactfully, yet effectively with embassy personnel, Executive Office, VIP visitors, and host of external customers. Ability to exercise sound judgment; skill in communicating effectively; and ability to maintain the highest level of confidentiality and integrity. Incumbent must be flexible, innovate and proactive, and be able to meet changing priorities and deadlines. Employee is expected to possess a driver’s license.
16. Position Elements:
   
a. **Supervision Received**: Incumbent is expected to resolve most problems and execute assignments without direct supervision. Incumbent has freedom to act in making most decisions and determining appropriate courses of action without supervision. The Management Specialist gives general supervision and guidance.

b. **Supervision Exercised**: None. Acts for Management Specialist if absent.

c. **Available Guidelines**: ICASS Handbook, FAM, FAH, Protocol guidelines for NZ, FSN Personnel Administration, TAGS handbook, Correspondence handbook, various computer manuals, post specific SOPs, flow charts, and checklists.

d. **Exercise of Judgment**: Incumbent is expected to exercise good judgment in most situations without the need to review options with Management Specialist or Officer. Has freedom to act in making most decisions and determining appropriate courses of action without supervision.

e. **Authority to make Commitments**: Commitments are limited to applying proper procedures.

f. **Nature, Level, and purpose of contacts**: Contacts are with all Mission employees and constituent posts. TDY staff coming to Post may seek guidance on country protocols. Contacts are established and maintained at senior level with other Diplomatic missions, airlines, hotels, rental car companies, MFAT, TMC contractor. Maintain regional contacts from support sources in Bangkok, Charleston and Washington.

g. **Time Expected to Reach Full Performance Level**: One (1) year.