

13. BASIC FUNCTION OF POSITION:

Incumbent serves as one of two General Services Office (GSO) Assistants for the U.S. Consulate General in Auckland, consisting of U.S Foreign Service Officers (FSO) and Locally Engaged Staff (LE staff). Responsibilities include identification and maintenance of eight residential properties (including the Consulate General Residence) and the Auckland Chancery; processing of FSO arrivals and departures; and serves as back-up on some purchasing, pouch, and administrative duties. Incumbent also performs other duties as assigned.

Incumbent works under the direct supervision of the Management Officer (MO) and in the MO's absence, the Consul General.

14. MAJOR DUTIES & RESPONSIBILITIES:

% of Time

A. HOUSING & MAINTENANCE

60%

- Acts as the primary liaison with landlords and the MO on routine maintenance for leased official residential properties and the Auckland Chancery.
- Assists with simple maintenance and repairs around the Consulate General offices and residences. For example, changing of light bulbs, securing tall furniture to the walls, etc.
- Completes office and residential general service work orders in a timely fashion and provides status updates of work orders to requestor and supervisor.
- Ensures official residences contain GSO welcome kits upon the arrival and departure of FSOs and maintains and updates these kits as required.
- Ensures that the official residence "make ready" processes are in place and performed before FSO arrival.
- As needed, and when released by Consul General, escorts workmen, contractors and other visitors to residences and office chancery.
- Serves as primary escort for contractors to residences and Chancery for work price quotes, project planning, and supervision of work and review of performance.
- Locates residential housing for FSOs that fulfills space and other requirements. Upon lease terminations, ensures that residences are returned to their original condition as per lease requirements.
- Connects and disconnects power, gas, water, telephone and satellite television services to the residences.

B. PURCHASING ASSISTANT 30%

- Assists other GSO Assistant in the procurement of goods and services for the Consulate and official residences. Prepares purchase requests in Ariba according to USG purchasing regulations and in the format established by Embassy Wellington's Procurement Office.
- Purchases preapproved items for the other leased residences as needed.
- Assists other GSO Assistant in receiving all Consulate and residence bills and verifies that billing is correct. Obtains approval from MO and sends to Wellington Financial Management Office (FMO) for timely payment.
- Acts as Contracting Officer's Representative for the management and administration of Consulate General contracts as assigned by the MO.
- Performs any other purchasing duties as instructed by Management Officer.

C. POUCH AND MAIL ROOM 5%

- Serves as primary back-up for all pouch functions for the Consulate and US employees. Receives incoming pouch, checks for registered items and distributes mail. Completes pouch receipts and sends to Washington. For outbound pouches, collects, weighs, and labels appropriately for Washington.
- Liaises with Embassy Wellington on all contract shipping/packing/storage for Auckland. Assists the Embassy GSO Shipping Assistant as required.
- Serves as primary back-up to Chauffeur/Mail Clerk for receiving, tagging, and cataloguing recently purchased items that come through the pouch.
- Liaises with the Wellington Supply Assistant in the receipt, warehousing, accountability and issuance of all household and office furniture and non-expendable supplies and equipment for Auckland.
- Serves as primary back up for classified pouches, obtaining tarmac access approval from airport aviation security, Customs, the relevant airline, MAF and others as appropriate. Picks up classified pouches with an American escort and clearance through customs.
- Responsible for ensuring the mail room is tidy and fully stocked with supplies.

D. ADMINISTRATIVE DUTIES 5%

- Supplies items requested by U.S Government delegations. Sets up at hotel sites and collects unused or other supplies at end of visit.
- Performs the collection of procured items from vendors as required.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a) **Education:** Successful completion of secondary school.
- b) **Prior Work Experience:** Minimum of two years of work experience in office administration and customer service.
- c) **Post Entry Training:** On-the-job training in office procedures, practices and regulations, virtual consultations with Administrative Offices (Admin, FMO and GSO) in Wellington and online training courses from FSI including Ethics for New Locally Employed Staff (PA453), Cyber Security Awareness Course (PS800), Contracting Officer Representative (PA178) and Purchase Card Program Coordinator Training (PA299).
- d) **Language Proficiency:** Level 3 English ability is required (Good working knowledge - Spoken and written).
- e) **Knowledge:** Basic administrative office procedures, basic computer word processing (Word, Excel etc) and administrative procedures for managing general service-type duties.
- f) **Skills and Abilities:** Ability to speak and write clearly and unambiguously, including communicating precise technical specifications/needs to contractors and customers, ability to work under pressure, ability to make sound decisions in the absence of perfect information and/or supervisor's input, strong organizational skills, ability to prioritize and work on several projects jointly. Good keyboard skills, ability to use various PC software packages (Microsoft Office Applications). Position requires a current, full driver's license.

16. POSITION ELEMENTS:

- a) **Supervision Received:** Position's immediate supervisor is the Management Officer. Supervision is general for routine requirements, seeking guidance only for complex assignments or that requiring closer American officer supervision.
- b) **Supervision Exercised:** None
- c) **Available Guidelines:** Foreign Affairs Manuals (FAM's); Department of State cables and guidelines, consultations as needed with DOS support personnel and various agency/post directives.
- d) **Exercise Judgment:** Must exercise mature judgment in execution of duties, exercising discretion, tact and diplomacy. Judgment is used in planning and setting work priorities.

- e) **Authority to Make Commitments:** Upon approval and funding, may make arrangements with vendors. As the Consulate General's main credit card holder, complies with all USG purchase card requirements.

- f) **Nature, Level and Purpose of Contacts:** Daily contact with Management Officer, Consul General and other Consulate General personnel. Frequent and extensive contact with Embassy Wellington and Washington (DOS) support personnel; chancery and residential landlords; host country contacts; local vendors and the general public.

- g) **Time Required to Fully Perform Full Range of Duties:** Twelve (12) months.