

13. BASIC FUNCTION OF POSITION:

The Community Liaison Office Administrative Assistant is responsible for developing and managing a program based on community demographics and post-specific needs. Development and implementation of the program has direct impact on post morale and affects overall work performance, productivity, retention, community spirit, and individual and family well-being in a foreign environment. The Community Liaison Office Administrative Assistant develops evaluation criteria and conducts periodic surveys to assess program efficacy. Based on analysis of formal and informal surveys, the position develops and implements a long-range program plan that outlines goals to maintain and enhance morale at post.

The duties of the Community Liaison Office Administrative Assistant are defined in areas of responsibility: employment liaison, education liaison, information and resource management, welcoming and orientation, community liaison, and events planning. The Community Liaison Office Administrative Assistant develops and administers a program plan which is client-driven and responsive to post-specific needs.

14. MAJOR DUTIES & RESPONSIBILITIES:

Welcoming and Orientation

- Provide pre and post arrival information and resources to ensure successful acclimation to post environment, such as the official post orientation program and welcome activities.
- Manage the post sponsorship program.
- Coordinate reentry workshops for departing employees and family members.

Community Liaison

- Establish and maintain personal contacts within the Consulate and Embassy and with community leaders, especially those in the educational system.
- Establish and maintain extensive files on community services, resources and facilities.
- Serve as a community representative on Mission committees.
- Act as a point of contact for Eligible Family Members, facilitating information to them and ensuring their incorporation into appropriate community events.

Education Liaison

- Maintain and update information on local educational opportunities. This responsibility should include maintaining contacts in the education system and being knowledgeable on local schools to assist newcomers to determine placement of children.
- Helps to maintain lists of Mission children and the schools they attend. Update school summary forms for Office of Overseas Schools and maintain contact with Regional Education Officer in Washington.
- Maintain files on some aspects of US, particularly Washington DC area, education.

Employment Liaison

- Promote family member employment within the post and in the local community and recommend policy initiatives to post management.
- Inform family members on EFM employment programs managed by the Department of State (DOS).
- Build a network of community contacts to assist in identifying spouse employment opportunities.
- Advertise employment opportunities as guided by Human Resources.
- Serve on the Post Employment Hiring Committee (PEHC).

Program Development

- Develop programs that will enhance the quality of life at the Post, generally in co-ordination with other community groups. This includes assisting in the co-ordination of traditional holiday parties at post and organizing occasional “Happy Hours” or the “Monthly Dinner Out.”
- Organize Embassy Hail and Farewell functions as required.

Information and Resource Management

- Manage an information and referral office by maintaining current material on the local community and through local contacts.
- Establish and maintain a community resource centre that includes internet/intranet access. Updating the CLO page on the post website as required.
- Develop and consolidate written resource materials under welcome/orientation /reentry for visitors and temporary duty employees.
- Complete reporting requirements from the Family Liaison Office (FLO) Washington, including spouse employment surveys, childcare surveys and others.
- Provide current post material to the Overseas Briefing Center in Washington.
- Provide Auckland-specific information (photos and write-ups) to the Wellington Community Liaison Officer for inclusion in the periodic Mission newsletter.

Performs other duties as assigned.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- Education:** Completion of high school is required.
- Prior Work Experience:** Three years general work experience that demonstrates the candidate has the ability to perform the job.
- Post Entry Training:** Incumbent will receive on the job training and may attend department or local training.

CLO Administrative Assistant (Auckland)

Part time (20 hours per week)

August 2016

- d. Language Proficiency:** Level IV (Fluent) English, both written and oral, is required.
- e. Knowledge:** The complexity of issues in the daily administration of the program requires knowledge of pertinent DOS regulations, programs, and policies, as well as host-country laws, practices, and mores. This knowledge is particularly critical to performance of CLO duties in employment liaison, education liaison, where USG and State Department regulations, policies and initiatives govern programs and benefits critical to the general well-being of FS employees and family members overseas. The incumbent must also have cross-cultural knowledge as a critical way toward helping newly-arrived American employees and family members to acclimate and orient to their new posting. With such knowledge comes discretion to guide foreign members of our community and build understanding of local traditions and practices.
- f. Skills & Abilities:** Must be proficient in all standard computer applications, especially Microsoft Office applications. Must possess good organizational and communication skills. Must learn Microsoft Publisher in order to be able to contribute ready-made pages to the Mission newsletter, which the Wellington CLO puts together and distributes.

16. POSITION ELEMENTS:

- a. Supervision Received:** Direct supervision is received from the [Auckland](#) Management Officer.
- b. Available Guidelines:** FAM/FAH and Department of State security regulations.
- c. Exercise of Judgment:** Must possess good judgment regarding the needs of all Mission Employees, and maintain the highest level of discretion in handling sensitive personal information.
- d. Authority to make Commitments:** None
- e. Nature, Level & Purpose of Contacts:** Employee must develop and maintain good working relationships with all Mission personnel. As a critical part of the job, the employee must also cultivate and maintain relationships with a wide variety of community personnel, such as: school leaders (to receive information on schooling and facilitate parental selection of schools); our Regional Medical Officer, Regional Psychiatrist, Local Medical Advisor, and Regional Educational Advisor (in order to guide personnel on medical and educational needs); local clubs such as the American Club or American Women's Club, in order to receive and publicize information about their activities; and local institutions with whom we might publicize programming or engage in mutually-beneficial programming, such as the Auckland War Memorial Museum, Auckland Aquarium, or Museum of Transportation.
- f. Supervision Exercised:** None
- g. Time Required to Perform Full Range of Duties:** Six months.