

"Colombo-2024-038" Vacancy Details

About

Announcement Number: Colombo-2024-038

Hiring Agency: Embassy Colombo

Position Title: Protocol Assistant – Open to All Interested Applicants [Female/ Male]

Open Period: 10/11/2024 - 10/25/2024
Format MM/DD/YYYY

Vacancy Time Zone: GMT+5.5

Series/Grade: LE - 0120 7




Salary: USD \$662.58 /Per Month

Work Schedule: Full-time - 40 hours per week

Promotion Potential: LE-7

Duty Location(s): 1 Vacancy in
Colombo, CE

Telework Eligible: No

For More Info:  HR Section
 .
 ColomboERA@state.gov

Overview

Hiring Path: • Open to the public

Who May Apply/Clarification From the Agency: This position is open to: All Interested Applicants / All Sources.
For USEFMs, the proposed grade is FP-7. Actual FP salary authorized by Washington D.C.
For Sri Lankan Ordinary Resident Applicants: The proposed grade is FSN 7.
LE staff salaries are denominated in USD and paid in SL Rupees at the going rate of exchange each pay period. The official rate for 09/17/2024, is 1USD = 301.50 LKR. This is a temporary revision and should not be assumed as an acquired right.

Security Clearance Required: Public Trust - Background Investigation

Appointment Type: Permanent

Appointment Type Details: Indefinite subject to successful completion of probationary period

Marketing Statement: We encourage you to review the [Eight \(8\) Qualities of Overseas Employees](#) before you apply.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

Summary: The U.S. Mission in Colombo is seeking eligible and qualified applicants for the position of the Protocol Assistant in the Executive Office.

Supervisory Position: No

Relocation Expenses Reimbursed: No
25% or less

Travel Required: Plans, organizes, and coordinates all events hosted by the Ambassador and Deputy Chief of Mission at their residences and other venues. Attends functions, assists with receiving and introducing guests, serves as interpreter if necessary.

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Duties

Job Overview:

The incumbent provides protocol support for the United States Ambassador, Deputy Chief of Mission, and other embassy sections when needed. Schedule meetings and appointments. Manage official embassy events. Draft, receive, and archive official correspondence. Maintain databases and biographies of official contacts. Manage VIP visits. Translate and interpret between English and local languages. Perform other administrative duties as required. Report to the Ambassador's Office Manager.

Major Duties and Responsibilities:

Event Management – 30%

Plans, organizes, and coordinates all events hosted by the Ambassador and Deputy Chief of Mission at their residences and other venues. Coordinates their respective residence staff, control officers, Regional Security Office and the Office Manager regarding logistical preparations for all functions and is expected to resolve issues before they become crisis concerning the planning of the events and during the events. Prepares guest lists, extends invitations by either email or phone, monitors responses and arranges seating charts according to protocol guidelines. Attends functions, assists with receiving and introducing guests, serves as interpreter if necessary. Plays a leading role in planning the Fourth of July reception coordinating with the Executive Office, Management, General Services Office, Regional Security Office, control officer, and other section. Responsible for preparing representational and official expense (ORE) vouchers. Provides cultural/social background of customs/holidays and suggests event possibilities and appropriate guest to promote U.S.-Sri Lanka bilateral relationship.

Diplomatic Correspondence/Communications/Invitations – 30%

Receives all outgoing Diplomatic Notes for proper format, language, and accuracy. Provides guidance to the Mission with respect to official correspondence. Receives and reviews incoming Diplomatic Notes from the Ministry of Foreign Affairs, logging and routing to appropriate office for action, always keeping the Executive Office apprised. Responsible for archiving and maintaining copies of Diplomatic Notes post issues to the Government of Sri Lanka. Tracks incoming correspondence for appropriate response and follow-up from embassy sections and agencies. Responds to telephone requests for the Ambassador and Deputy Chief of Mission from host government offices and other diplomatic missions and the broader community with request ranging from petitions for visas to appointments and meetings. Keep track of all incoming invitations for the Ambassador and Deputy Chief of Mission, ensuring all receive responses.

Protocol Guidance – 30%

Provide expert advice to Executive Office, other embassy officials, consulates in Colombo, and VIP delegations on all protocol issues, to include host country protocol customs and courtesies. Develops and maintains a good working relationship with staff in the host government so that timely meetings are arranged. Advises and recommends appropriate contacts and meetings to the Executive Office and other officials. Arranges appointments for the Ambassador and Deputy Chief of Mission, visiting delegations with host country contacts. Provide guidance and mentoring to entry and mid-level officers and specialists on matters pertaining to Protocol, such as attendance at official events, dress code, preparation of guest list, event planning and coordination, correspondence, responses to invitations, appropriate gift exchange, etc. Coordinates access to the embassy for VIP and Non-VIP Executive Office visitors and provide escort.

Contact Relationship Management (CRM) – 10%

Acts as the expert in the Mission's Contact Relationship Management or any other database use for tracking events by identifying and granting appropriate user access level. Supervises the data input and updates by all embassy sections and agencies working with Diplomatic Technology Team to troubleshoot technical issues. Overseas that the data for the 4th of July guest list is accurately entered by sections. Manages and maintains the confidentiality of the information resource file. Must be able to provide training to other users. Maintains biographies files of Sri Lankan government officials and personalities. Uses database to track gratuities.

"This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

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Qualifications and Evaluations

Requirements: All selected candidates must be able to obtain and hold a security certificate.

All selected candidates will be subject to a background investigation and may be subject to a pre-employment medical exam.

Selected candidate must be able to begin working within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Education Requirements: Two years of College or University studies is required **[Candidate must attach copies of relevant educational certificates]**.

Please address this factor in your ERA application under Education.

Evaluations: **You must complete the application form and provide the required documents. Your application must address all the position qualifications and requirements including education, experience, language, and any knowledge/skills/abilities listed. If you fail to submit a complete application, then your application may be disqualified for this position.**

- You will be evaluated against the qualifications and requirements in this vacancy announcement.
- You may be asked to complete a pre-employment language or skills test.

Qualifications: Experience:

Minimum of four years progressively responsible experience in office administration including translation between English and Sinhala/Tamil is required **[Candidate must attach copies of relevant service/work experience certificates]**.

Please address this factor in your ERA application under Major Duties and Responsibilities.

Language:

1. Level IV (Fluent) - Reading, Writing, and Speaking English is required **[This may be tested]**.
2. Level IV (Fluent) - Reading, Writing, and Speaking Sinhala/Tamil is required.

Please address this language requirement in your ERA application.

Job Knowledge:

Must possess a thorough knowledge of the host government's protocol guides, general etiquette, and social customs. Additionally, understanding the political structure and current situation of the host country affecting protocol is essential. Familiarity with source references, such as the Department of State's protocol and correspondence instructions, is also required.

Must be familiar with organizing and coordinating events, including logistics, scheduling, and executions of formal functions and ceremonies.

Please address this factor in your ERA application under Major Duties and Responsibilities.

Skills And Abilities:

- Proficiency in office software such as Microsoft Office Suite is required.
- Good interpersonal skills required. Must be discreet and be able to handle the public in a tactful and courteous manner.
- Must be creative and innovative. Must be able to work independently with minimum supervision, establish priorities and work under pressure.
- Must display initiative in the organization of resource materials and be able to organize and maintain operational and archival records.

Please address this factor in your ERA application under Major Duties and Responsibilities.

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Benefits and Other Info

Benefits:

Agency Benefits: The U.S. Mission offers a competitive compensation and benefits package that may include health and other benefits as per the Local Compensation Plan for local employees.

For Eligible Family Member (EFM) applicants, benefits should be discussed with the HR Office. The pay plan is assigned by the HR Office and confirmed by Washington, D.C.

Other Information: HIRING PREFERENCE SELECTION PROCESS:

A hiring preference is extended to eligible and qualified applicants in the order listed below. It is essential you accurately describe your status in your application, failure to do so may result in a determination that you are not eligible for a hiring preference.

HIRING PREFERENCE ORDER

1. Appointment Eligible Family Member (AEFM) / U.S. citizen Eligible Family Member (USEFM) who is a preference-eligible U.S. Veteran*
2. AEFM / USEFM
3. Foreign Service (FS) on Leave without Pay (LWOP) and Civil Service (CS) with reemployment rights **

* IMPORTANT: US citizen Eligible Family Member (USEFM) applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 ("Certificate of Release or Discharge from Active Duty") preferably Member Copy 4, Letter from Veterans' Affairs which indicates the present existence of a service-connected disability, equivalent documentation, or certification. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

** This level of preference applies to all FS employees on LWOP and CS with re-employment rights back to their agency or bureau.

For complete definitions of AEFM, USEFM, EFM, Member of Household, etc., please visit the [3 FAM 7210 Definitions](#).

ADDITIONAL EMPLOYMENT CONSIDERATIONS

The following apply to EFMs, USEFMs, and AEFMs only:

- Current employees who used a hiring preference to gain employment who are within their first 90 calendar days of employment are not eligible. This does not apply when the hiring mechanism is TEMP or the work schedule is intermittent or irregular.
- Candidates with a hiring preference who have already accepted a conditional offer of employment may NOT be extended a second conditional offer of employment unless and until they withdraw their candidacy for the first position in writing.

The following apply to Locally Employed (LE) staff only:

- Current employees serving a probationary period are not eligible.
- Current employees with an Overall Summary Rating of Needs Improvement, Unsatisfactory, or an MBC score of less than 100 points on their most recent Employee Performance Report are not eligible.

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How to Apply

How to Apply: Click the “Apply to This Vacancy” button at the top of the page to begin your application. For an instructional video on how to apply click [here](#).

Please address all relevant experience, education, language skills (including English), and job-related skills or requirements in your application.

You may edit your application any time before the vacancy closing date. If you fail to submit a complete application by the vacancy closing date of this vacancy, then your application may be disqualified for this position.

To request a reasonable accommodation, please contact the HR Office.

We foster a diverse, equitable, inclusive, and accessible workplace where employees can be themselves. We invite qualified applicants from all backgrounds to apply.

Required Documents: **Please upload [all applicable documents](#) to your application. If you fail to submit a complete application, then your application may be disqualified for this position.**

All Applicants:

- Trade School Course Certificate (2 years University/College certificate/s)
- Transcript (Relevant Transcript of the University/College studies)
- Other Document (Relevant Service/Work Experience Certificate/s)
- Other Document 2 (Relevant Service/Work Experience Certificate/s)
- Proof of Citizenship (NIC/Passport/Residency and/or Work Permit [If applicable])

In addition, Eligible Family Member (EFM) Applicants must submit:

- Copy of Sponsor's Travel Orders/Assignment Notification (or equivalent)
- Passport copy
- DD-214 - Member Copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable)
- SF-50 (if applicable)

**In order to qualify, you MUST submit the requested documents by the closing date of this announcement.
If you fail to provide requested documents, or the information you submit is insufficient to verify your eligibility, you will not be considered for this position.**

Next Steps: Due to high volume of applications received, the HR Office will contact successful applicants who are being considered.

Applicants who are invited to take a language or skills test, or who are selected for an interview will be contacted via email.

For more information on applying for jobs or employment with us, please visit the U.S. Mission website (<https://lk.usembassy.gov/jobs/>)

Thank you for your application and your interest in working at the U.S. Mission in Colombo, Sri Lanka.

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