

# "Colombo-2022-049" Vacancy Details

## About

**Announcement Number:** Colombo-2022-049

**Hiring Agency:** Embassy Colombo

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

**Open Period:** 12/02/2022 - 12/16/2022  
Format MM/DD/YYYY

**Vacancy Time Zone:** GMT+5.5

**Series/Grade:** LE - 0120 7




**Salary:** USD \$636.83

**Work Schedule:** Full-time - Full Time - 40 hours per week

**Promotion Potential:** LE-7

**Duty Location(s):**  
in  
Colombo, CE

**Telework Eligible:** No

**For More Info:**  HR Section  
 011-202-8763  
 ColomboERA@state.gov

## Overview

**Hiring Path:** • Open to the public

**Who May Apply/Clarification From the Agency:** Open to: All interested applicants – All/or USEFMs, EFMs or MOHs

LE Staff salaries is denominated in U.S. Dollars and paid in Sri Lankan Rupee (LKR) at the going rate of exchange each pay period. The official rate for November 14, 2022, is 1 USD = 363.00 LKR. This is a temporary revision and should not be assumed as an acquired right.

For USEFMs, FP-7, Actual FP salary is determined by the Washington D.C.

**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 read and understand the [Eight \(8\) Qualities of Overseas Employees](#) before you apply.

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

The work schedule for this position is: **Full Time - 40 hours per week**

Start date: Candidate must be able to begin work within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications or their candidacy may end.

**Supervisory Position:** No

**Relocation Expenses Reimbursed:** **No**

**Travel Required:** Occasional Travel

Provide 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 executive office manager.

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## Duties

**Basic Function of Position:** Provide 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 executive office manager.

**Meetings and appointments (20%):**

Schedules meetings with high level host government, other Diplomatic missions, and other important local community members for the Front Office at the Embassy, residences, restaurants, or local offices. This includes reconfirming appointments, making reservations at restaurants and other venues, getting directions and travel times, passing up-to-the-minute schedules and information to the COM security detail, monitoring traffic and security updates impacting these movements.

Handles and screens callers seeking appointments with the Front Office, provides background on the caller if possible, makes recommendations, and coordinates visitor's access through the Regional Security Office for notification and escorting.

Escorts front office visitors on the Embassy compound.

Reserves embassy conference rooms as needed.

**Events management (20%):**

Develops guest lists for official functions. Notes dietary restrictions.

For large mission-wide events such as Independence Day receptions, coordinates guest lists among all embassy sections.

Designs and prints invitation cards and labels for envelopes. Dispatches invitations via email, post, phone, or other means.

Follows up on invitation RSVPs.

Devises seating arrangements and prints seating cards/name tents/menu cards as needed.

Coordinates as needed between the front office and ORE staff members.

Attends official functions to provide assistance on protocol matters, greet and introduce guests, interpret language as needed, and trouble-shoot the event.

**Correspondence (10%):**

Maintains a log and master archive of incoming and outgoing diplomatic notes. Exercises independent judgment in deciding how to distribute incoming diplomatic notes to the front office and other sections.

Drafts outgoing diplomatic notes for the front office. Follows up with Ministry of Foreign Affairs via email and phone.

Drafts correspondence for the front office.

Receives and distributes incoming letters for the front office. Provides translation, background, commentary, and advice as needed.

Receives incoming invitations for the front office, coordinates recommendations with various Embassy sections, handles RSVPs on behalf of the front office.

Appropriately handles highly sensitive information on front office activities, contacts, and correspondence.

**Administrative duties (10%):**

Submits requests for official procurements, office supplies, and work orders on behalf of the front office and protocol team. Coordinates fulfillment with other Embassy sections.

Records front office gifts received in the official Embassy gifts register. Estimates gift value using a variety of online and other tools.

**Contacts and biographies (10%):**

Maintains front office contacts in the official database. Provides contact information to the front office or other sections as requested.

### **VIP visits (10%):**

Coordinates with control officers to schedule VIP visits.

Prepares diplomatic notes for appointments with senior host government officials.

Schedules meetings with senior host government officials.

### **Backup and other duties (20%):**

Serves as backup for other protocol assistants.

In the absence of a residence manager at the CMR or DCR, coordinates event details with the residence staff, including procurements, schedules, setup, work schedules, and menus.

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## **Qualifications and Evaluations**

**Requirements:** **EXPERIENCE:** Four (4) years progressively responsible experience in office administration including translation and interpretation between English, Sinhala and/or Tamil required. **Candidate must attach copies of relevant service/work experience certificates.**

### **LANGUAGE PROFICIENCY:**

1) Level IV (Fluent) Reading/Writing/Speaking English is required. **(This will be tested).**

2) Level IV (Fluent) Reading/Writing/ Speaking Sinhala and/or Tamil is required.

**JOB KNOWLEDGE:** Must have a thorough knowledge of host government protocol guides, general etiquette and social mores of the host country, aspects of the political structure and situation of the host country affecting protocol, and source references such as Department of State protocol and correspondence instructions.

**SKILLS AND ABILITIES:** Good typing speed is required. 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. Good interpersonal skills required. Must be creative and innovative. Must be discreet and be able to handle the public in a tactful and courteous manner.

**Education Requirements:** Completion of University degree (i.e., BA) in public relations, business administration, sociology, psychology, international relations, English, linguistic fields, from an accredited institution is required. **Candidate must attach copies of relevant educational certificates**

**Evaluations:** LANGUAGE: Mandatory: Level IV English Language Proficiency will be tested.

**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.

**Qualifications:** All applicants under consideration will be required to pass medical and security certifications.

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## **Benefits and Other Info**

### **Benefits:**

**Agency Benefits:** Locally Employed Staff, including Members of Household (MOHs), and Third-Country Nationals (TCNs), working at the U.S. Mission in (insert post and/or country name) may receive a compensation package that may include health, separation, and other benefits.

For EFMs, benefits should be discussed with the Human Resources Office.

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

**Other Information:** For the current COVID-19 Requirements please visit the following [link](#).

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

1. AEFM / USEFM who is a preference-eligible U.S. Veteran\*
2. AEFM / USEFM
3. FS on LWOP and CS with reemployment rights \*\*

\* IMPORTANT: 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"), Letter from Veterans' Affairs which indicates the present existence of a service-connected disability dated within the past six months, 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 Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc.?) and for additional employment considerations, please visit the following [link](#).

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## How to Apply

**How to Apply:** All candidates must be able to obtain and hold a Local Security Certification clearance.

For more information on how to apply visit the Mission web site: <https://lk.usembassy.gov/embassy/jobs/>

**Required Documents:** To apply for this position applicants must electronically submit copies of the documents listed below to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.

- University Degree (Degree Certificate)
- University Transcript (Relevant Transcript of the Degree studies)
- Other Document (Relevant Service/Work Experience Certificates)
- Other Document 2 (Relevant Service/Work Experience Certificates)
- Other Document 3 (Relevant Service/Work Experience Certificates)
- Proof of citizenship [NIC/Passport/Residency and/or Work Permit (If applicable)]

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

Due to the high volume of applications received, we will only contact applicants who are being considered.

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

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