

# "Colombo-2023-011" Vacancy Details

## About

**Announcement Number:** Colombo-2023-011

**Hiring Agency:** Embassy Colombo

**Position Title:** Work Control Clerk- Open to All Interested Applicants [Female/Male]

**Open Period:** 03/02/2023 - 03/16/2023  
Format MM/DD/YYYY

**Vacancy Time Zone:** GMT+5.5

**Series/Grade:** LE - 1205 6

**Salary:** USD \$464

**Work Schedule:** Full-time -

**Promotion Potential:** LE-6

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

**Telework Eligible:** No

**For More Info:**  -  
 -  
 ColomboERA@state.gov

## Overview

**Hiring Path:** • Open to the public

**Who May Apply/Clarification From the Agency:** All Interested Applicants - All Sources/or USEFMs or MOHs. LE Staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupees at the going rate of exchange each pay period. The official rate for February 22, 2023 is 1USD= 361LKR. This is a temporary revision and should not be assumed as an acquired right.  
\*For applicants who are USEFMs, the proposed grade is FP-8:US\$ 44,035/-p.a. However, the final grade/step will be determined by 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 **Work Control Clerk** for the **Facility Management 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 the receipt of agency authorization and/or clearances/certifications or their candidacy may end.

**Supervisory Position:** No

**Relocation Expenses Reimbursed:** No  
Not Required

**Travel Required:**

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## Duties

### Basic Function of the Position:

The position holder reports to the Senior Facility Manager and the Building Engineer Supervisor, working under their direction to determine work priorities. The incumbent is a primary point of contact for all routine, emergency and preventive maintenance work orders and requests for services and assures distribution to the appropriate shop for action. The incumbent is the customer service representative for the Facility Management section, communicating with personnel from all levels within the Embassy.

### Major Duties and Responsibilities:

## 1. Track Maintenance and Repair 60%

- Receives maintenance and repair requests from personnel at all levels of the Embassy via the computerized maintenance management system CMMS program for all Government owned (GO) and long/short-termed leased (LTL/STL) properties and distributes them to the appropriate shop for action. Coordinates with the Engineers and the Senior Facility Manager to prioritize requests.
- Processes the auto generated preventive maintenance requests and delivers them to the Engineers for action.
- Contacts STL property landlords when repair/service requests require the landlord to take action. Coordinates between the tenant and the landlord for access to the property.
- Tracks the status of all scheduled, unscheduled and preventive maintenance work orders from date of issuance to work close out. Will generate weekly/monthly reports, including printouts that include statistics on approved, outstanding, and completed work orders, labor hours and materials used for the Senior Facility Manager and Engineers review so section performance can be evaluated.

## 2. Administrative Responsibilities 40%

- Assists the Senior Facility Manager and the Engineers with creating and developing the yearly budgets.
- Is sub-cashier for the Facility Management Office. Is responsible and accountable for upwards of US \$5000 every month. Maintains accurate records and reports, coordinates cash replenishments with the Financial Management office.
- Process small project contractor and Building Maintenance Expense (BME) vendor invoices and prepares the same for the Senior Facility Manager's signature prior to delivering the same to the Financial Management office for payment.
- Performs administrative duties as assigned by the Senior Facility Manager such as drafting memos, typing correspondence and maintaining all files, records and reports in the absence of the Administrative Assistant. Tasks may include acting as a basic translator at meetings with contractor/vendors, or written translation of local technical information into English for the Senior Facility Manager.
- Escorts section visitors from the compound access control (CAC) point to the Facility Management office for meetings with section personnel.
- Is alternate timekeeper for the Facility Management Section.

*\*\*Note: The position description in no way states or implies that these are the only duties to be performed by the position holder. The position holder will be required to perform other duties as assigned by the agency.*

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## Qualifications and Evaluations

**Requirements:** **EXPERIENCE:** A minimum of two (2) years of office administrative/ clerical experience in a customer-service office is required. **Candidate must attach copies of relevant service/work experience certificates.**

### LANGUAGE PROFICIENCY:

1. Level III (Good working knowledge) Reading/Writing/Speaking English is required. **(This will be tested).**
2. Level III (Good Working Knowledge) Reading/Writing/Speaking Sinhala or Tamil is required.

### JOB KNOWLEDGE:

- Must be customer service oriented, able to handle difficult customers with tact.
- Must know how to support multiple persons simultaneously including maintaining an adequate stock of office supplies

### SKILLS AND ABILITIES:

- Must have excellent interpersonal skills and be able to handle a large workload and multiple tasks simultaneously.
- Must have strong computer skills, able to use the Microsoft Office Software Suite (Word, Excel, Power Point, etc.).

- Must have good typing skills to write memos, populate spread sheets, and perform data entry.
- Ability to translate documents from host country language into English or English to host country language.

**Education Requirements:** Completion of secondary school (*Completion of G.C.E O/L- Candidate must have passed 6 subjects including Mathematics and possess Distinctions or Credits for at least 3 subjects*) is required. **Candidate must attach copies of relevant education certificates.**

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

**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 Colombo, Sri Lanka may receive a compensation package that may include health, separation, and other benefits.

For EFM's, 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:** **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.

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 Public Trust- Background Investigation clearance.

To apply for this position click the "Submit Application" button. For more information on how to apply visit the Mission internet site.

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

Please provide the required documentation listed below with your application:

- Proof of citizenship (NIC/Passport/Residency and/or Work Permit)

- High School Diploma (Relevant G.C.E. Ordinary Level Certificate)
- Other Document (Relevant Service/Work Experience Certificates)
- Other Document 2 (Relevant Service/Work Experience Certificates)

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

Due to 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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