

[Position No.] - [Agency and/or Section]

13. Basic Function of Position

Working under the supervision of the Public Affairs Officer (PAO), incumbent provides a wide range of administrative, program, grant and secretarial support functions for the Public Affairs Section. Serves as the overall office manager on a variety of issues, including procurement needs, maintenance and supplies, and all representation events. Maintains office files, program calendar and tickler file. Is responsible for biweekly Time & Attendance submissions for the entire office. Provides program implementation support, including making all travel and hotel arrangements for Public Diplomacy (PD) personnel, grantees and official visitors, management of PD book-related procurement, and processing of travel vouchers for exchange visitors. Receives and processes grant proposals, coordinates the review process, and collects information needed for status reports of approved grants. Monitors the consulate website for grants-related correspondence; responds via e-mail, phone and fax to queries about PD grants. Serves as secretary for the PAO and the Information division, and as dispatcher for the Distribution Clerk. Backs up Grants and Management Specialist (except for LAN management) and Exchange/Program Support Assistant on administrative support for the Cultural Affairs division. Manages the office's petty cash supply.

14. Major Duties and Responsibilities

% of time

A. Office Management

25%

Functions as the overall office manager for the Public Affairs Section. Serves as liaison with Consulate GSO on all section work orders. Processes all purchase orders for the section on all representation events and all recurring supplies, serving as liaison with Procurement on said purchase orders. Processes all representation vouchers for all officers and local staff. Pulls a daily collection of relevant cables for the PAO's review and distributes cables and other taskings to those with responsibility for action. Is responsible for compliance with deadlines; maintains tickler file and reminds American and local staff of pending decisions/responses. Makes travel and hotel arrangements for official travel by PD staff. Assigns daily task schedule to Distribution Clerk. Serves as liaison with Consulate motorpool (and RSO, as needed) for additional transportation needs. Makes all arrangements for representational events hosted by the office, including catering, preparation of guest lists (with input from program staff and host) and preparation, electronic delivery and confirmation of invitations; oversees hand delivery by Distribution Clerk as appropriate. Prepares biweekly Time & Attendance submissions for PAO's review and approval. Coordinates PD input for mission-wide guest lists; prepares reports from Contacts database at request of PAO. Manages and is responsible for section's petty cash, in shekels (1500NIS) and in dollars (500USD). Maintains an overall events calendar for the office.

B. Grants support

25%

Serves as the Public Affairs Office's initial point of contact and coordinator on PD-administered small grant programs. Drafts newspaper ads, letters and other solicitations of grant proposals. Receives and processes proposals and any related correspondence submitted via Internet, fax or surface mail. Performs initial screening to confirm proposals' technical eligibility, apprising PAO and ACAO of recommendations for exclusion, and provides copies of eligible proposals to reviewers. Maintains up-to-date records on the status of all proposals, and files on all active grants. With guidance from Grants and Management Specialist, requests, obtains and scrutinizes financial and program information from grantees for required reports; assists in preparing such reports as requested. Tracks reporting deadlines and maintains tickler file to ensure required tasks are completed on time. Ensures compliance with all vetting requirements.

C. Program support

25%

Makes travel and hotel arrangements, including processing any necessary related procurement requests, for all visiting speaker and cultural program participants and all official visitors. Makes all logistical arrangements for local programs, including rooms for seminars/lectures, compilation of materials (supervising photocopying by Distribution Clerk as needed), invitations to attendees, and scheduling of transportation. For official visitors, prepares schedules for individual programs/visits, in consultation with program staff and responsible American officer. Obtains/prepares welcome kits for guests. Processes all travel allowance vouchers for all participants in the International Visitors Leadership Program. Processes and oversees all procurement requests for book purchases through Washington program elements, the Regional Printing Center (RPC) in Manila, and the Regional Book Offices (RBO) in Cairo and Amman. Processes all procurement requests as related to all book related programs.

D. Secretarial/clerical support

25%

Manages and tracks all incoming and outgoing correspondence for PAO and Press Team. Drafts and sends letters, faxes, cables, reports, schedules and other materials as required, ensuring error-free content and adherence to required formats and procedures. Maintains chronological and subject files (except for cultural programs), and PAO working files as requested. Responsible for retiring files according to guidelines; oversees Cultural Section Secretary's retirement of that section's files. Answers telephones and routes calls; places/returns calls for PAO as requested. Prepares and maintains appointment schedules for PAO, setting up outside meetings (subject to PAO approval) with input from program staff. Schedules regular and special staff meetings. Prepares transcripts from press events as requested, translating from Arabic to English if needed.

15. Qualifications Required for Effective Performance

- A. **Education**: Completion of a post-secondary school professional certificate program is required, preferably in office management, accounting or secretarial work.
- B. **Prior Work Experience**: 3 to 5 years of progressively responsible experience, at least two of which in two or more aspects of office management.
- C. **Post Entry Training**: FSI (in Washington or elsewhere) training on grants management and drafting. In-house training on Microsoft Outlook Contacts database. Training as needed in Microsoft Outlook and Office, InfoForms and other specialized software. As appropriate, US training at FSI and/or other locations.
- D. **Language Proficiency** (list both English and host country languages proficiency requirements by level (II, III, IV) and specialization (speak/read): Level IV English ability (fluent) and Level V Arabic are required. Some proficiency in Hebrew is desirable.
- E. **Job Knowledge**: Thorough knowledge of grant management and oversight procedures. Thorough knowledge of general principles of office management, personnel, and procurement regulations and procedures. Thorough knowledge of PD programs, products and equipment. Thorough knowledge of agency correspondence and style manuals and secretarial/clerical practices and procedures. Thorough knowledge of Contacts database. Thorough knowledge of key Palestinian academic, political, media and cultural figures and institutions.
- F. **Skills and Abilities**: Ability to assess management problems and develop realistic and effective solutions. Strong financial analysis skills. Level II typing is required. Skill in operating office information systems,

including spreadsheets and databases, is required. Ability to communicate effectively in written and oral form. Ability to manage time and priorities effectively. Good interpersonal skills and the ability to work well with others, including PD and ConGen colleagues, Embassy Tel Aviv and Washington-based State personnel, grantees and host-country officials.

16. Position Elements

- A. **Supervision Received:** The incumbent works under the direct supervision of the PAO.
- B. **Supervision Exercised:** Assigns daily task schedule to Distribution Clerk. Also supervises the latter's duplication of program materials, delivery of invitations and outreach items, and verification of publications inventories. Oversees Cultural Section Secretary's retirement of that section's files.
- C. **Available Guidelines:** Available guidelines are FAM and MOA, as well as PAO memoranda and oral instructions from supervisor.
- D. **Exercise of Judgment:** Incumbent enjoys considerable latitude for independent judgment in carrying out grants oversight and office management. Judicious reasoning must be used in review of post's administrative and program requirements. Exercise of tact and judgment in dealing with high-level contacts, in scheduling and confirming appointments and program arrangements, and in ensuring adherence to deadlines and procedures.
- E. **Authority to Make Commitments:** Makes commitments for expenditures of petty cash up to USD 850 for administrative and/or programming needs. With approval from PAO, authority to commit program and representational resources and to respond to requests for program and/or facilitative assistance. Authority to schedule travel and lodging for grantees and PD staff upon receipt of approval cable/e-mail. Authority to schedule appointments for PAO and PDO.
- F. **Nature, Level and Purpose of Contacts:** Maintains working relations with a wide range of contacts in the community for purposes of efficient grant oversight. Also maintains working-level contacts with companies and individuals providing services in support of PD programs. Maintains appropriate working-level contacts with Consulate Management offices, including B&F and Procurement sections, in support of PD activities and operations. Regularly in contact with high-level Palestinians in government, academia, business, NGOs and other sectors to schedule appointments, confirm program arrangements or verify attendance at PD events.
- G. **Time Expected to Reach Full Performance Level:** One year.