



# USAID | JORDAN

FROM THE AMERICAN PEOPLE

**SOLICITATION NUMBER:** 72027824R10005  
**ISSUANCE DATE:** March 10, 2024  
**CLOSING DATE/TIME:** March 23, 2024  
11:59 p.m. Amman local time

**SUBJECT:** Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan)

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified individuals to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VIII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in point 10 Section I General Information.

Sincerely,

Cynthia Rogers Digitally signed by Cynthia Rogers  
Date: 2024.03.07 11:35:04 +03'00'

**Cynthia B. Rogers**  
**Contracting Officer**

**I. GENERAL INFORMATION**

- 1. SOLICITATION NUMBER:** 72027824R10005
- 2. OPEN TO:** All interested Jordanian Citizens
- 3. ISSUANCE DATE:** March 10, 2024
- 4. CLOSING DATE/TIME:** March 23, 2024, 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Administrative Assistant – Rover  
Executive Office
- 6. PERIOD OF PERFORMANCE:** The contract will be for a base period (between one to three years) and based on the Agency needs, the Contracting Officer may exercise (an) additional option period(s). If the U.S. Government exercises this option, the total duration of this contract, including the exercise of any options, shall not exceed five (5) years. Employment under this contract is of a continuing nature. The duration of the contract is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply.
- 7. MARKET VALUE (SALARY PER ANNUM):** **JOD 11,025 – JOD 18,188** Equivalent to **Grade FSN-06**  
*In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).*
- 8. PLACE OF PERFORMANCE:** Amman, Jordan
- 9. SECURITY LEVEL REQUIRED:** Facilities Access/Employment Authorization
- 10. POINT OF CONTACT:** All questions should be directed to:  
[ammanresumesusaid@usaid.gov](mailto:ammanresumesusaid@usaid.gov)
- 11. STATEMENT OF DUTIES:**

USAID/Jordan has an immediate vacancy for an Administrative Assistant – Rover position at the Executive Office (EXO). The work schedule is 40 hours per week and the workweek is Sunday-Thursday.

The Administrative Assistant (Rover) is responsible for performing administrative and clerical support activities for USAID Jordan technical and support offices including the Southern Syria Assistance Platform during the absence of the office’s administrative assistant and/or as a second assistant supporting other administrative assistants in the performance of their official duties. The incumbent is assigned to the Mission’s Executive Office (EXO) and reports directly to the Supervisory Executive Specialist. When serving on assignment as the office administrative assistant, the incumbent reports to the assigned administrative assistant’s supervisor, manages the administrative processes of the assigned office, provides

secretarial services, including maintaining the Office Director and Deputy's calendars and providing administrative support to the full team, including preparation of routine correspondence, presentations, reports, schedules, briefing materials and public information.

## **Major Duties and Responsibilities:**

### *Administrative Assistance Duties (Administrative Assistance Coverage)*

When assigned to provide administrative assistance coverage whether for support or technical office, the incumbent maintains the Office Director and Deputy's calendars, keep up with current events and meetings for the office staff such as calendars, schedules meetings; liaises with other offices in obtaining necessary information for meetings; coordinates closely with Mission's Front Office on correspondence and meetings. Receives and screens visitors for the office, submits necessary access forms in advance, escorts visitors, and alerts meeting participants upon visitor's arrival. Screens and directs telephone calls as appropriate, provides caller and visitors with information of a general nature, and disseminates routine information. Maintains and updates an action list for staff to assist them in their ability to accomplish office objectives. Makes calls and sends e-mails to Government of Jordan (GOJ) officials, private sector and non-governmental (NGO) contacts, Implementing Partners (IPs), donor organizations and others to obtain information needed by staff. Locates information on the internet. S/he distributes technical publications to concerned/interested parties or personnel in the GOJ. Maintains schedules and plans for conferences, meetings and visitors' schedules as requested.

For high-level visits, supports Control Officer on all aspects of scheduling, briefing materials production, and managing visit logistics, in coordination with Mission Front Office and other staff. Follows up with staff to ensure that follow-up actions as agreed at conferences and meetings are met. Coordinates travel arrangements for staff as needed in coordination with the USAID travel assistant, motor pool, and other relevant offices. Prepares travel vouchers for staff and other documents related to their travel. Arrange all travel arrangements for the temporary duty (TDYer) work includes but is not limited to; electronic country clearance preparations, TDYer database, hotel and transportation arrangements, schedule meetings, arrange check in appointment, etc.

Provides translation and interpretation services of non-technical and short technical material into English or from English into Arabic. Serves as note-taker at selected meetings, formats notes' appropriately to share with Mission staff, and provides records for the files. Supports staff in utilizing USAID electronic systems, liaises with Mission Executive Office and Financial Management staff to troubleshoot these systems, and ensures compliance with Mission administrative and financial management procedures. Maintains professional working relations with other Mission and Embassy offices and technical teams.

Composes complex but non-technical correspondence for the office, such as correspondence with the Ministry of Planning on sales and tax exemptions. Drafts and formats routine responses to inquiries and proposals in accordance with established precedents or instructions.

S/he types important and extensive documents such as Development Objective (DO) Agreements, results frameworks, implementation letters, cables, memos, minutes of meetings, as well as tabular and statistical material from rough draft and other sources. Submits documents for clearance and tracks through all steps of the Mission clearance process. Reviews correspondence and reports for format, spelling, grammar, and punctuation accuracy, corrects errors and deficiencies, and ensures timely tracking and response for correspondence, reports, presentations, spreadsheets, and other documents. Distributes incoming correspondence (mail and documents for clearances) to staff, attaching pertinent background materials. Manages the flow of incoming correspondence, official mail, and disseminates it properly to staff and other Mission staff. Reviews and tracks outgoing correspondence. Organizes and maintains PFH files in

accordance with the Automated Directive System (ADS), prepares file plans and Vital Records for the office. Supports staff in maintaining working files and contacts. Maintains and updates necessary tracking databases (including a regularly updated contacts database), systems, and electronic records of contacts. Identifies the need for other electronic or paper-based tracking systems and develops such records.

The incumbent serves as timekeeper for the assigned Office; collects, reviews, and enters timesheets into the Time & Attendance system. Maintains adequate stocks of office supplies; requisitions supply and/or any services for the Office staff. Serves as the main requester for the GLAAS system. Prepares necessary documents for GLAAS requisitions and assists other Offices with GLAAS on an as-needed basis.

#### *Special Projects and ad hoc administrative support*

The incumbent will perform a full range of administrative support duties for the section and work on ad hoc projects as assigned, work includes but is not limited to; VIP visits, Mission wide meetings, Executive Office special logistical projects, collecting data, human resources clerical support, petty cash, Implementing partners meetings, training events, mission retreats, etc. In coordination with the supervisor and as required by workload and administrative assistance coverage needs, the incumbent may be assigned to more than one office simultaneously.

#### ***Supervisory Relationship***

The incumbent reports to the Deputy to the Executive Officer – Supervisory Executive Specialist and/or his or her designee.

#### ***Supervisory Controls***

The supervision of other staff is not contemplated.

#### ***Other significant Factors***

The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

### **12. PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

### **13. AREA OF CONSIDERATION**

To meet basic eligibility requirements, the applicant must be a Jordanian citizen and must submit a complete application as outlined in the section titled APPLYING. The selected applicant is required to undergo and successfully pass a medical and security clearances.

## **II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

Applications will be initially screened for eligibility in accordance with the qualification criteria below. Applicants must address each criterion in their application to meet the below minimum qualifications for this position.

- a. **Education:** Completion of secondary schooling, and two or more years of post-secondary schooling or community college diploma is required. **Supporting documentation (i.e., a copy of community college diploma must be included in the application for eligibility purposes).**
- b. **Prior Work Experience:** Minimum of two years of progressively related experience in administrative assistance duties is required.

- c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. A minimum score of 785 on the TOEIC exam (Listening & Reading components only) is required. Examination scores must have been recorded within the last five years; or else, candidates will be tested again.
- d. **Skills and abilities:** Must have demonstrated experience in preparing correspondence, spreadsheets, reports, meeting notes, and presentations. Must have demonstrated expert knowledge of the entire MS Office application suite. Must have good working knowledge of google suite collaboration apps. Must have demonstrated skills in operating office equipment, including complex telephones for conference calls, printers, scanners, and copiers. Must have demonstrated office management abilities, work within a team, multi-task, prioritize, perform under pressure, and produce accurate information and documents. Must have demonstrated organization, proof-reading and basic translation and interpretation skills. Must demonstrate knowledge and experience in IT and media systems such as database management for managing office contacts.

### **III. EVALUATION AND SELECTION FACTORS**

The Government may award a contract without discussions with applicants in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of applicants with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of applications that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of applicants in the competitive range to the greatest number that will permit an efficient competition among the most highly rated applications. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Applicants who do not meet the minimum education and experience requirement will not be contacted.

Applicants who meet the minimum education and experience requirement will be further evaluated based on the evaluation criteria mentioned below:

- |  |     |
|--|-----|
| a. Prior work experience                     | 10% |
| b. Language Proficiency (written and verbal) | 30% |
| c. Skills and abilities                      | 60% |

At each step of the evaluation process, the contracting officer may establish a competitive range. Only applicants who meet the minimum qualifications (education and years of relevant work experience) will be invited to take an English language test (TOEIC). Applicants with passing TOEIC scores may be further assessed through a written technical skills test to assess the candidates' qualifications in any of the evaluation criteria listed above. Only the top-ranked applicants from the written technical skills test will be invited for an interview.

USAID/Jordan will conduct reference checks, including references from individuals who have not been specifically identified by the applicants, and may do so before or after an applicant is interviewed. USAID/Jordan may use all reference information obtained to evaluate an applicant's suitability for the position.

The Contracting Officer (CO) reserves the right to waive any step during the selection process.

USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If an internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.

#### **IV. SUBMITTING AN APPLICATION (APPLYING)**

To ensure consideration of application for the intended position, applicants must prominently reference the solicitation number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A cover letter (no more than one page) demonstrating how education, experience, and skills address the requirements listed under required qualifications.
- b. A current curriculum vitae.
- c. Copy of the Jordanian National ID and/or Jordanian Passport.
- d. Copy of University degree/ Community College Diploma (English or Arabic).

**Failure to submit any of the above required documents will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.**

Applications must be received by the closing date and time specified in Section I, item 4, and submitted to the [ammanresumesusaid@usaid.gov](mailto:ammanresumesusaid@usaid.gov).

#### **V. LIST OF REQUIRED FORMS PRIOR TO AWARD**

Once the Contracting Officer (CO) or his/her designee informs the successful applicant about being selected for a contract award, the CO or his/her designee will provide the successful applicant with instructions on how to complete and submit the required documents related to mandatory medical and security clearances.

Failure of the selected applicant to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked applicant.

#### **VI. BENEFITS AND ALLOWANCES**

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

- Basic Salary within the advertised market value.
- Transportation & Miscellaneous Allowances.
- 13<sup>th</sup> & 14<sup>th</sup> Month Bonuses.
- Subscription to the Jordanian Social Security.
- Subscription to the Mission's Provident Fund Program.
- Medical Insurance (Employee & Family).
- Life Insurance (Employee only).
- Daycare allowance (Employee only if applicable).

Funds for Social Security, retirement, pension, vacation, or other cooperating country programs as required by local law shall be deducted and withheld in accordance with laws and regulations and rulings of the cooperating country or any agreement concerning such withholding entered between the cooperating government and the United States Government.

## **VII. TAXES**

Based on Department of State policies and regulations, the U.S. Mission cannot withhold income tax deductions for Jordanian Locally Employed (LE) Staff. LE Staff employees are obliged to observe the laws and regulations of the Jordanian Government. Employees must individually file and comply with applicable Jordanian income tax laws in a timely manner.

## **VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs** USAID regulations and policies governing CCN and TCN PSC awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, “Direct USAID Contracts with a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at <https://www.usaid.gov/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Cooperating Country National Personal Services Contracts (CCNPSC) available at <http://www.usaid.gov/work-usaid/aapds-cibs>.
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2 and 5 CFR 2635.** See <https://www.oge.gov/web/oge.nsf/OGE%20Regulations>.
5. **PSC Ombudsman**  
The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.  
The PSC Ombudsman may be contacted via: [PSCOmbudsman@usaid.gov](mailto:PSCOmbudsman@usaid.gov)
6. **FAR Provisions Incorporated by Reference**

<b>52.204-27</b>	<b>PROHIBITION ON A BYTEDANCE COVERED APPLICATION</b>	<b>June 2023</b>
------------------	---	------------------