



USAID | SOUTHERN AFRICA

Reference No.: 674-15-1007

Position/Salary Range: Driver/Travel Clerk
FSN-04: R103,259.00 – R144,564.00 (Full Performance – Basic Salary)
FSN-03: R 84,826.00 – R118,750.00 (Trainee Level – Basic Salary)
Additional benefits include miscellaneous allowance, medical and pension fund subsidy, housing allowance and dependents' education assistance subject to qualification.

Open To: All South African citizens and permanent residents with valid work permits at the time of application.

Location: USAID/Southern Africa
Regional Executive Office (REXO)
Pretoria, South Africa

Opening: December 04, 2014

Closing: December 17, 2014

Work Hours: Full-Time; 40 hours/week

USAID/Southern Africa, an equal opportunity employer, seeks applicants for the above positions.

English language fluency (Level IV English), both in oral and written communications, is a requirement for this position. Interested applicants who do not meet this qualification ARE ENCOURAGED NOT to apply as their applications will not be considered.

Basic Function of Position:

The Regional Executive Office (REXO) is accountable for a broad range of administrative and technical support to the bilateral Mission of over 200 employees (US and LES) as well as its Regional Client Missions: three presence Missions (Angola, Namibia and Madagascar), three non-presence (NPC) countries (Botswana, Swaziland, and Lesotho), with staffing levels of approximately 120, as well as Zimbabwe, Mozambique, and Zambia on request. (N.B. Since September 2007 with the closure of the Botswana Regional Centre, the USAID/Southern Africa (USAID/SA) expanded to take on the Regional role.)

The purpose of this position is to serve as Travel/Visa Clerk in the USAID/SA Regional Office located in Pretoria, South Africa. The incumbent performs a variety of duties relating to responsibilities typical of a Regional Travel Section for a large USAID Mission but are not limited to assisting the Travel Assistant with a myriad of services including assisting with airline reservations (domestic and international), assisting arriving and departing USAID/Southern Africa employees, USG personnel, official visitors to the Mission and others through airport customs, immigration and passport review when required.

Major Duties and Responsibilities

The Travel Clerk will assist the Travel Assistant in the day to day process of running the REXO travel responsibilities for the Mission.

- Assists with making airline reservations for all USAID/Southern Africa personnel and for others as assigned through the local Travel Agency for local and international tickets. Develops and maintains a database showing contact information for airline operators (local and international). Assists in the preparation of Travel Authorizations (TAs) for local and international travel.

- Tracks the progress of TAs and ensures that employees receive them prior to commencement of travel. Follows-up with travelers to ensure the timely submission of travel vouchers upon return of official travel. Ensures that travelers adhere to Mission travel policies and regulations in the FAM/GSA Travel regulations.
- Maintains contact information for other Embassies and High Commissions. Processes requests for visas for USAID personnel and others as required. Assists with the preparation for dip/clearance notes/memos to Foreign Missions and Embassies in relation to visa applications and takes the visa applications/passports to the correct Embassy/High Commission for processing. Makes hotel reservations for USAID personnel and TDYers. Provides the Motor Pool with personnel travel itineraries as needed for assistance when required. Provides services support to Mission personnel in the absence of the Travel Assistant.
- Provides visa support to employees traveling to USAID/Southern Africa for TDYs, training, medevac or other purposes. This includes but is not limited to invitational letters, contact information at Embassies or High Commissions, electronic country clearances (eCCs) processing. Provides assistance to USAID personnel in countries where there is no diplomatic representation. For example, processes visas for staff in Malawi for countries such as Egypt.
- Assist arriving and departing Mission employees, other USG personnel, Official Mission visitors and others through airport customs, passport control, airline check-in processes etc. when required. May be required to work nights and holidays when necessary to assist with incoming or departing Mission employees.

Required Qualifications at the Full Performance Level:

Education:

Completion of high school (Grade 12) or host – country equivalent is required.

Prior Work Experience:

At least two to three years of progressively responsible experience in travel or a customer service field is required

Post-Entry Training

On the job training and knowledge of USG travel regulations and the use of E2 Travel software.

Language Proficiency:

Level III proficiency in written and spoken English is required. English language written skills will be evaluated in the initial review of an applicant's submission by a review of the cover letter and of the Curriculum Vitae itself as well as in the testing phase. Oral English skills will be evaluated in the interview phase.

Knowledge:

While mastery of USG- and USAID-specific regulations, policies and procedures, as identified below, are required for the incumbent to perform successfully at the full performance level, this knowledge can be acquired on the job. Preferential consideration may, however, be given to those who can demonstrate mastery of some aspects of USG regulations, policies or procedures.

- Sound knowledge and understanding of driving regulations, Pretoria and Johannesburg (Gauteng) traffic patterns, care and maintenance of vehicles.
- must have a good working knowledge of making airline reservations through the Mission's travel provider and making hotel reservations.
- Familiarity with hotels, foreign and domestic airlines and an in-depth knowledge of host-government and other countries' passport/visa regulations is required.

Skills and Abilities:

Must have:

- local driver's license (Code 08) for light duty vehicle and good eyesight.
- the ability to exercise tact and diplomacy in person to person contact with staff and visitors alike. Must have good customer service and communication skills to work with the travel agency for reservations; negotiate with hotels for reservations; foreign government offices for visa requests and the host government for passport and visa procedures for incoming USAID/Southern Africa employees.

Evaluation Criteria and Weights:

1. Education/Weighted 5% based on initial application review;
2. English Language Skills/Weighted 25% based on application review, written assessment and interview;
3. Prior Work Experience/Weighted 15% based on application review and interview;
4. Knowledge/Weighted 35% based on written assessment and interview; and
5. Skills and Abilities/Weighted 30% based on written assessment and interview.

How the Selection will be made:

The successful candidate will be selected based upon the following:

1. a preliminary review of the applicant's submitted package which includes the cover letter and curriculum vitae to establish that minimum educational and English writing fluency requirements are met;
 2. tests to include an English writing skills test, a Microsoft Office proficiency test that might include any of the following: Word, Excel, PowerPoint; and any technical skill test that might be deemed appropriate;
 3. a personal or telephone/DVC interview;
 4. reference checks.
- USAID/SA's Human Resources Section will perform the preliminary review (Step 1 above) to eliminate those applications that do not meet the minimum educational and written English language requirements before forwarding the rest to the Technical Office or Technical Evaluation Committee (TEC) for further review and assessment.
 - The Technical Evaluation Committee will review each of the forwarded applications against the established evaluation criteria to develop a shortlist of applicants to be tested and possibly interviewed. Applicants will be contacted for testing (Step 2) and interviews. Based on the results of the tests, however, an applicant otherwise identified for interview could be dropped from the interview list.
 - Following the interview (Step 3) during which the applicant will be evaluated against the established criteria, the TEC will make a preliminary determination of candidates to be considered for employment and forward that list to HR. HR will conduct and document the reference checks (Step 4) prior to advising the TEC of the results of these checks. Please note that references may be solicited from current as well as former supervisors in addition to the references you provide in your application package. References will only be solicited for those interviewed applicants who are being considered for ranking.
 - Based on this final input, the TEC will make its final decision on which candidates to rank order, prepare a selection memo for the review and approval of the Contracting Officer, after which an offer of employment will be made to the successful candidate and unsuccessful candidates who were interviewed will be contacted and advised of their non-selection.
 - As positive medical and security clearances are a condition of employment, the selected candidate will undergo stringent investigation prior to employment with USAID/SA.

USAID/SA reserves the right to hire an applicant who does not meet the required experience level at a trainee level. However, an applicant who does not meet the minimum educational requirements cannot be hired at either a trainee or full performance level.

Applicability:

This position is open to all South African citizens and permanent residents with valid work permits at the time of application. USAID/SA management will consider nepotism/conflict of interest, budget, section need for continuity and residency status in determining successful applications. Current USG employees on probationary status (i.e., within their first year of employment) are not eligible to apply.

Compensation:

The Travel Clerk will be compensated in accordance with the U.S. Mission to South Africa's Local Compensation Plan (LCP). The plan includes basic salary, miscellaneous allowance, pension fund and medical aid subsidy. Subject to qualification, compensation for housing and dependents education assistance is also available. The successful candidate's salary level will be based on prior job-related experience and salary history.

To Apply:

ONLY applicants who meet the minimum educational and English language fluency requirements as stated in the solicitation document will be considered. Interested applicants who do not meet these requirements are encouraged NOT to apply since these applications will not be considered.

For an application package to be considered complete, please follow the following instructions and submit your application through one of the channels mentioned below:

1. Ensure that your application is accompanied by a **cover letter**,
2. Include a CV of no more than **4 pages**, and
3. Ensure that all communications (including your cover letter) includes the Announcement Reference # and the Title of the Position(s) for which you are applying.

Failure to comply with these instructions may result in your application being considered “non-responsive” and eliminated from further consideration.

1. P-Net Website:
www.pnet.co.za
Please note that you will be required to register on the site first before you can upload your application material and/or CV to be considered.
2. E-mail:
jobapplications@usaid.gov

Point of Contact:

Penny Mamabolo, Telephone: (012) 452-2058

Theresa Owusu, Telephone: (012) 452-2358

Paula Vernon, Telephone: (012) 452-2028

Only short-listed candidates will be acknowledged.

Closing date for this position: December 17, 2014.

The U.S. Mission in South Africa provides 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. The United States Agency for International Development (USAID) also strives to ensure equal employment opportunity in all personnel operations.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.