

**Solicitation for Resident-Hire U.S. Personal Services Contractor (PSC)
Customer Services Center Team Leader
USAID/Addis Ababa, Ethiopia**

1. **SOLICITATION No:** SOL-663-17-000010
2. **ISSUANCE DATE:** March 14, 2017
3. **CLOSING DATE:** April 13, 2017
4. **POSITION TITLE:** Customer Services Center Team Leader
5. **MARKET VALUE:** GS-11 (\$52,329 - \$68,025 per annum). The final compensation will be negotiated within the listed market value based on the successful candidate's salary history, work experience and educational background. **Salaries over and above the top of the pay range will not be entertained or negotiated.** Please note that U.S. resident-hire PSCs are not eligible for any fringe benefits (except contributions for FICA, health insurance, and life insurance), including differentials and allowances. Final compensation will be negotiated within the listed market value based upon the candidate's past salary, work history, and educational background.
6. **PERIOD OF PERFORMANCE:** 2 year, with possibility for extension, with three year option to extend. Extensions will be contingent on satisfactory performance, continued need for the services and availability of funds. No PSC contract may exceed a five-year period of performance.
7. **PLACE OF PERFORMANCE:** USAID/Ethiopia, Addis Ababa
8. **AREA OF CONSIDERATION:** U.S. Citizens, and U.S. Permanent Resident¹
9. **SECURITY CLEARANCE:** The final selected candidates must obtain an Employment Authorization and medical clearances within a reasonable period of time (USAID will provide details regarding these clearances to the selected candidate). If such clearances are not obtained within a reasonable time or negative suitability issues are involved, any offer made may be rescinded.

A. OVERVIEW

The USAID Ethiopia Executive Office provides the full range of administrative management services in support of USAID activities in Ethiopia and Djibouti, providing support to over 200+ positions in aspects of human resources (HR), internet technology (IT), procurement, logistics, and travel. The incumbent for this position will serve as the team lead to the newly created USAID Executive Office's Customer Service Center (CSC), which is responsible for responding to and tracking to completion any internal mission requests for office supplies, facility needs, motor pool support, visitor access, and other administrative needs and scheduling. The CSC will also manage all official communication and records and support data and knowledge management needs for the whole of the EXO function. The CSC team leader will collaborate with other Embassy offices to ensure services are received as well as internal EXO leadership to provide back fill support for other technical EXO areas and to contribute to the USAID intranet site

¹ Per AIDAR Appendix D, 1 (5), Resident Hire" means a U.S. citizen who, at the time of hire as a PSC, resides in the cooperating country: A spouse of a U.S. citizen employed: (A) by a U.S. Government agency; or (B) under any U.S. Government-financed contract or agreement; or (C) under any other contract or agreement that provides for repatriation to the United States; or for reasons other than employment: (A) with a U.S. Government agency; or (B) under any U.S. Government financed contract or agreements; or (C) under any other contract or employment arrangement that provides for repatriation to the United States; A U.S. citizen for purposes of this definition also includes persons who at the time of contracting are lawfully admitted permanent residents of the United States.

and self-service portal. The CSC team leader will be responsible for providing the direction, communication, and leadership needed to establish and maintain an efficient and quality-oriented team of customer service professionals.

B. POSITION COMPETENCIES:

Leadership and Communication (50%):

1. Collaborates and assists the executive officer and/or deputy executive officer in the development, analyses and implementation of staffing, training, scheduling, and reward/recognition for this team and the development and implementation of Customer Service Center responsibilities.
2. Leads the Customer Service Center team members by providing daily direction, oversight, organization, and communication to ensure that customer service calls, supply, facility, office organizational requests, communication and records activities, and other work tasks are handled in a timely, efficient, and knowledgeable manner and followed up, as appropriate.
3. As team lead, builds and maintains positive relationships within USAID and the U.S. Embassy related to International Cooperative Administrative Support Services (ICASS) and other administrative support areas.
4. Leads the development of self-service processes, where possible, to include forms, spreadsheets, etc., and in applicable administrative guides.
5. Ensures the creation and implementation of consistently high quality products (i.e. communication materials, forms, database activities, USAID intranet contributions, etc. or activities for the CSC).
6. Ensures adequate staffing, coverage, attendance, time management, and administrative systems are in place to support the CSC's high performance for all support areas under the CSC, while ensuring team members are mentored/developed on a regular basis, coaching performance as needed.
7. Supports and fosters teamwork and collaboration to improve processes across all of EXO services and actively participates in the EXO Management Team meetings, recommending and developing organizational policies and procedures that can support improved coordination and customer support, advising the supervisory executive officer or deputy executive officer of issues that remain unresolved.
8. Leads, guides and/or works as a team member for special or ongoing projects that are important to area/process improvement.

Internal Controls and Process Improvement (25%):

1. Fosters the creation and development of customer service feedback methods in order to assess and monitor customer interests, experiences, and participation;
2. Problem solves methods to improve services to meet existing and emerging customer needs.
3. Ensure internal and financial controls and authorizations are in place for all areas under the CSC, to support best management practices and financial accountability and integrity.
4. Ensures development and implementation of team work that produces adequate tracking, communication, accurate record-keeping, and appropriate correspondence related to ICASS service support for USAID staff members.
5. Ensures data and tracking integrity and quality control processes are followed for all CSC areas, to include communications and records, as appropriate.

6. Maintains a customer service team culture that fosters a culture of accountability, to include suggesting methods to improve area operations, efficiency and services to both internal and external customers.
7. Creates and ensures updates for standard operating procedures in all customer service areas to document practices, ensure consistency in practice, and monitor for improvements, ensures document files are kept and maintained for all tracking mechanisms.

Performance Management (25%):

1. Establishes work procedures and processes that support the agency and mission standards, procedures and strategic directives.
2. Ensures professional customer service team communications, and investigates and resolves escalated customers' problems and responds accordingly, which may include complex or long-standing problems that have been passed on by customer service assistants;
3. Actively participates in the monitoring of work performance of employees to ensure employees have the appropriate training and other resources to perform their jobs and to both respond to and resolve employee relations issues expressed by team members.
4. Mentors and develops staff in their work providing appropriate coaching, counseling, direction and resolution, writing and administering performance reviews for skill improvement and recommending relevant training to correct or enhance performance of individual team members.
5. Promptly addresses disciplinary and/or performance problems according to organizational policy.

C. REQUIRED QUALIFICATIONS AND EVALUATION CRITERIA:

To be considered for this position, applicants must meet the following minimum qualifications. For those who do, further consideration and selection will be based on panel assessment of the Selection Criteria, also listed below. Applicants are required to address each of the Selection Criteria on a separate sheet, describing specifically and accurately what experience, training, education, and/or awards or recognition they have received relevant to each criteria described below, and any related considerations. Be sure to include your name and the solicitation number at the top of each additional page.

Selection will be based on the following criteria **(Maximum of 100 Points Available):**

- **Education: (10 points)** Required: Completion of a Bachelor's Degree in business administration, management, public administration, financial management or relevant field.
- **Work Experience (30 points)** Required: At least three to five years of progressively responsible experience in administrative support services. At least two years of supervisory experience required. Desired: Demonstrated relevant experience in a customer service/client-focused role with experience as a self-starter, process improvement, successful and demonstrated experience leading teams and/or projects.
- **Language Proficiency: (10 points)** Required: Native English (reading, writing and speaking) at the full professional level. Candidate must have the ability to present analysis and recommendations in clear written and oral format.
- **Knowledge: (25 points)** Required: Limited knowledge of management processes including the creation, implementation and assessment of administrative management and/or customer service center management.

- **Abilities and Skills: (25 points) Required:** At least one year of managerial experience with the ability to present analysis and recommendations in clear written and oral formats. Ability to develop and maintain strong professional contacts with high-level U.S. Government officials. **Desired:** The ability to lead, train and supervise, across cultures. Ability to analyze, conceptualize, negotiate, exercise sound judgment, originate ideas, proven ability to identify problems and develop creative solutions, and the interpersonal skills to handle requests and complaints with patience, diplomacy and sense of humor. Demonstration of these abilities and skills in the unique U.S. Government environment.

D. POSITION ELEMENTS

- **Supervision Controls:** The USAID Administrative Support Services Team Lead will provide administrative direction to employees in terms aligned with mission, agency and U.S. Government policy. However he/she will exercise independent judgment in planning and carryout tasks, resolving problems and conflicts, and taking steps necessary to meet deadlines. The supervisory executive officer or his/her designee, will be responsible for the incumbent's work objectives, but the incumbent will be responsible to plan independently and carry out assignments.
- **Supervision Received:** The USAID Administrative Support Services Team Lead will be supervised on a day-to-day basis by the supervisory executive officer or his/her designee at USAID Ethiopia.
- **Available Guidelines:** An understanding of USAID and Embassy policies related to administrative management is desired.
- **Complexity:** The incumbent should analyze and evaluate USAID Ethiopia administrative procedures and the associated Embassy ICASS policies and procedures. The incumbent should have the ability to identify complex problems and find time-sensitive solutions. Broad responsibilities will include providing administrative leadership to the Executive Office and the USAID Front Office, as well as the Embassy's General Services Office. A strong ability to evaluate internal and U.S. Government policies is necessary to strengthen EXO's service quality, effectiveness, and efficiency.
- **Scope and Effect:** The incumbent's work affects the operational success of USAID Ethiopia. The incumbent will work with internal customers, relevant partners, stakeholders and Government to ensure successful monitoring and evaluation of administrative actions and ensure compliance with all relevant USAID regulations and procedures. S/he communicates with partners regarding USAID rules and regulations, as well as their obligations to USAID. S/he ensures program activities are in compliance with USAID financial regulations. S/he ensures reviews and provides administrative approval for assigned activities as required. This work typically involves isolating and defining unknown conditions and resolving critical problems.
- **Nature, Level, and Purpose of Contacts:** The incumbent must be able to relate administrative support issues to all levels of the U.S. Government in Ethiopia and the Government of Ethiopia. The purpose of contacts to resolve time-sensitive concerns and seek mutual agreement.

E. PROFESSIONAL REFERENCE CHECKS

Applicants must provide at least three references with current contact information, preferably both an e-mail address and a telephone number. (The Selection Committee will conduct reference checks of the highest ranked applicants). References will be asked to complete a questionnaire that assesses the applicant's technical knowledge, work performance, communication skills, and group dynamics, using the above specific criteria. The references will be asked to provide a general

assessment of the applicant's suitability for the position. It is the responsibility of the applicant to ensure submitted references are available to provide a written or verbal reference in a timely manner.

All applicants must complete the attached Application for Employment (AID 302-3) and submit a cover letter outlining their relevant qualification and experience for the position.

Only applicants who meet or exceed the stated position requirements will be considered. **All applicants must have the required work and/or residency permits to be eligible for consideration (please make sure to submit all documentation that certify your eligibility to work in the country).**

For your application to be considered, the following documents must be submitted:-

- Letter of Application/Cover Letter;
- Completed and Signed Application for Employment Official Form AID 302-3. Application Cover Form found at <https://www.usaid.gov/forms>
- Current Resume/CV;
- Copies of credential documents (i.e., degree, training certificates, etc.);
- Application must be submitted **ONLY** via addisusaidjobs@usaid.gov and the email subject must say – : ***SOL-663-17-000010 Customer Service Center Team Leader***
- Please submit the application only once; and
- Work and/or residency permits must be submitted
- Late and incomplete applications will not be considered; the application must be submitted before or on the closing date at local Ethiopian time 5 p.m.