

# Management Notice



American Embassy, New Delhi

**NO.:** 14-042

**DATE:** February 07, 2014

**FROM:** Craig Cloud – Minister Counselor for Management Affairs

**TO:** All New Delhi Americans

**SUBJECT:** Vacancy Announcement

**OPEN TO:** Eligible Family Members (USEFMs), Eligible Family Members (EFMs), and Members of Household (MOH) – All Agencies and U.S. Citizens

**POSITION:** Program Communications Specialist, USAID/India (Resident-Hire U.S. Personal Services Contract), GS - 13

**OPENING DATE:** February 10, 2014

**CLOSING DATE:** March 3, 2014

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** GS-13 equivalent (Market range \$ 72,391 to \$ 94,108)  
Salary to be paid within this grade depending on the experience, qualifications, and salary history.

**LENGTH OF HIRE:** Two years with the possibility of extension

**ALL APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in New Delhi is seeking an individual for the position of Program Communications Specialist (Resident-Hire U.S. Personal Services Contract) for USAID/India.

## **BASIC FUNCTION OF POSITION**

The position is located in USAID/India's Program Office. The incumbent reports to the Program Office Director or his/her designee. The incumbent supervises a Foreign Service National (FSN) communications specialist in the Program Office.

The incumbent closely coordinates USAID's public press activities with the U.S. Embassy Public Affairs Section (PAS) – including the Embassy Information Officer (IO) and the PAS Minister Counselor – to execute public outreach to Indian audiences. The incumbent drafts and/or clears on internal USAID communications for submission to the Ambassador, the Deputy Chief of Mission, and other senior Embassy officials. The incumbent ensures that Embassy personnel, including senior staff, are apprised of USAID activities and achievements. S/he is the principal liaison with the Bureau of Legislative and Public Affairs (LPA) and other outreach and communication staff in USAID/Washington.

The incumbent provides assistance with designing projects and activities to the Mission's Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for design and formal approval.

The incumbent provides guidance and support to foster organizational learning and adaptation across all sectors in which USAID/India implements programs. S/he develops products that meet the information needs of Mission management and provides information that enables the Mission to effectively manage for results. S/he coordinates the preparation of major reports on USAID/India's development efforts.

Duties and Responsibilities include:

- 1) Results Reporting
- 2) Communications Unit Management and Strategic Planning
- 3) Public Events and Visitors
- 4) Project Design
- 5) Organizational Learning and Adaption

A copy of the complete position description listing all duties and responsibilities is available on USAID/India website <http://www.usaid.gov/india/careers>. It can also be obtained from the USAID India Human Resources Division (Contact: Vandana Sharma, Human Resources Specialist at Ext. 8117 or e-mail: [vsharma@usaid.gov](mailto:vsharma@usaid.gov))

## **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education:** Bachelors Degree required.
2. **Prior Work Experience:** Seven years of progressively responsible experience involving areas such as international development, writing, outreach, journalism, communications, or a related field.
3. **Language Proficiency:** Fluency (Level IV) in written and oral English communication skills are required.
4. **Knowledge:** The incumbent must have excellent knowledge of English grammar and American word usage and spelling. The incumbent must have an understanding of how various social media platforms, including Facebook and website functions. The incumbent must possess an understanding of and experience with international development issues. S/he must have mastery of, or ability to use, diverse computer software to produce on-line and print communications materials, including MS Word, MS PowerPoint, MS Excel, and a photo editor and graphic illustrator along with some understanding of a web content management application.
5. **Skills and Abilities:** The incumbent must be conversant with the important terminology, concepts and organizations associated with international development work. S/he incumbent must be a solid writer, editing, and possess research skills. S/he must possess strong ability to function in a sensitive environment, requiring tact and sound judgment, with a minimum of supervision and a solid ability to handle interactions with colleagues, media representatives (in coordination with PAS), high-level visitors, and senior officials with maturity and confidence. The incumbent must be able to manage multiple tasks, be highly organized, and meet deadlines, have strong interpersonal skills, capable of working with multidisciplinary teams in a fast-paced environment and be a self-starter, detail-oriented, and a creative problem solver.

**Note:** This position is under a resident-hire U.S. Personal Services Contract with limited fringe benefits.

## **SELECTION PROCESS**

After the closing date for receipt of applications, a committee will be convened to review applications and evaluate them in accordance with the evaluation criteria. Applications from candidates which do not meet the required selection criteria will not be scored. As part of the selection process, finalist candidates may be interviewed either in person or by telephone at USAID's discretion. Reference checks will be made only for applicants considered as finalists. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant. Only finalists will be contacted by USAID with respect to their applications. The selected candidates for this position must obtain a "Facility Access Level" clearance within a reasonable period of time (USAID will provide details regarding this clearance to the

selected candidate) from USAID/Washington's Office of Security. A substantial delay in obtaining the required clearance will make the applicant ineligible for selection.

USAID/India expects to award a personal services contract for a two-year period commencing as early as practically possible subject to security and medical clearances and funds availability. The duty post for this contract is New Delhi, India.

Evaluation factors:

- a) Demonstrated writing and verbal communication skills, as well as computer skills (to be tested during the interview process). (25 points)
- b) Demonstrated analytical, organizational, and creative thinking skills. (25 points)
- c) Depth and relevance of prior experience designing, planning and executing projects. (25 points)
- d) Interpersonal skills and ability to supervise staff and work flows, work as a team member with diverse colleagues, and provide leadership in areas of competency. (25 points)

Total = 100 points

#### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. The candidate must be able to obtain and hold a 'Facility Access" level security clearance.

#### **TO APPLY**

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family member (DS-174) (attached). **Please note:** Must answer all the questions in DS-174 application form.

You may also click the link below to access the above form:

[http://www.usaid.gov/sites/default/files/documents/1860/ds174\\_0.pdf](http://www.usaid.gov/sites/default/files/documents/1860/ds174_0.pdf)

OR

2. A current resume or curriculum vitae that provides the same information found on the UAE (see Definitions); or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet.

4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-0214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

## **SUBMIT APPLICATION TO**

Submit print copies of applications to:

Human Resources  
United States Agency for International Development  
U.S. Embassy  
Shantipath, Chanakyapuri  
New Delhi – 110 021

Or

Electronic Submission to: [indiaper@usaid.gov](mailto:indiaper@usaid.gov)

## **POINT OF CONTACT**

Mr. Yashwant Kumar Kainth, Executive Officer  
Telephone: 91-11-2419-8542

## **CLOSING DATE FOR THIS POSITION: (March 3, 2014 COB 17:00 hrs)**

The U.S. Mission in New Delhi 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. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

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.

**POSITION:** Program Communications Specialist, USAID

## **JOB DESCRIPTION**

### **Introduction and Background:**

The Program Communications Specialist envisions and executes communications and outreach at USAID/India. S/he develops and strengthens public awareness and visibility of U.S.-India development collaboration and USAID/India's program through the quality and placement of Mission products, and actively participates in Agency-wide and broader U.S. Government (USG) public diplomacy efforts. S/he offers communications advice to USAID staff, formulates communications strategic plans, and coordinates a range of communications activities to inform Indian, American, and global audiences of USAID/India development activities and achievements. S/he advances learning and adaptation to enable the Mission to more effectively manage for results, and provides project and activity design expertise to USAID/India staff.

### **Basic Functions of the Position:**

The position is located in USAID/India's Program Office. The incumbent reports to the Program Office Director or his/her designee. The incumbent supervises a Foreign Service National (FSN) communications specialist in the Program Office.

The incumbent closely coordinates USAID's public press activities with the U.S. Embassy Public Affairs Section (PAS) – including the Embassy Information Officer (IO) and the PAS Minister Counselor – to execute public outreach to Indian audiences. The incumbent drafts and/or clears on internal USAID communications for submission to the Ambassador, the Deputy Chief of Mission, and other senior Embassy officials. The incumbent ensures that Embassy personnel, including senior staff, are apprised of USAID activities and achievements. S/he is the principal liaison with the Bureau of Legislative and Public Affairs (LPA) and other outreach and communication staff in USAID/Washington.

The incumbent provides assistance with designing projects and activities to the Mission's Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for design and formal approval.

The incumbent provides guidance and support to foster organizational learning and adaptation across all sectors in which USAID/India implements programs. S/he develops products that meet the information needs of Mission management and provides information that enables the Mission to effectively manage for results. S/he coordinates the preparation of major reports on USAID/India's development efforts.

## **Major Duties and Responsibilities:**

Key duties and responsibilities of this position are as follows:

### **1) Results Reporting**

**20%**

The incumbent coordinates the editing and preparation of major internal communication products and reports on USAID/India's development efforts. These reports include, but are not limited to: the annual Operational Plan, annual Performance Plan and Report, and the Annual Performance Report for the President's Emergency Plan for AIDS Relief. S/he works with all offices to help produce reports that provide an accurate and effective picture of USAID/India's portfolio. This involves ensuring that these reports are submitted within their deadlines and contain the required data, well-written narratives that are congruent with one another, and correct grammar and formatting.

### **2) Communications Unit Management and Strategic Planning**

**20%**

- a) Leads the design of public information products, edits, filters written work for appropriate messages, and provides an American "voice" to USAID communication products.
- b) Provides quality control on all print and electronic public information materials – including social media platforms, the external website, videos, organizational brochures and information packets, briefing books, etc.
- c) In close coordination with the communications specialist, senior PAS staff and USAID/Washington outreach and communications staff, the incumbent prepares and/or updates a communications strategy, identifying objectives, messages, audiences, and products.
- d) Supervises the locally hired Communications Specialist in the Program Office. Duties include overseeing and reviewing work products, setting work objectives, drafting mid-term evaluations, drafting final evaluations, and formulating training plans.
- e) Advises USAID/India senior management on messaging and program image development.
- f) Contributes to public diplomacy beyond USAID/India by collaborating with USAID/Washington and coordinating closely and frequently with senior U.S. Embassy public affairs personnel to meet related, broader U.S. foreign policy objectives.

The incumbent is responsible for the production of high quality print and electronic communications products that translate complex messages and technical information into understandable, meaningful terms for a variety of audiences, both American and Indian. S/he is the editorial director of all published and electronic materials – including information brochures, special publications, social media platforms, the USAID/India website, etc. The incumbent may oversee the work of graphic designers, writers, photographers and other professionals to carry out assigned tasks. S/he ensures that vendor tasks are completed in a cost effective, high quality and timely manner.

S/he is the primary liaison to PAS, working closely with senior PAS staff – including the Minister-Counselor when appropriate – to generate media coverage of India-U.S. development collaboration and USAID/India activities. This may include drafting press releases and preparing for interactions with Indian and American journalists.

### **3) Public Events and Visitors**

**20%**

The incumbent supports activities to present USAID/India programs to the public or VIP visitors. This may include a range of communications tools and distribution to a variety of audiences. The incumbent oversees the production of briefing materials and troubleshooting during VIP visits. S/he ensures that all event information (scheduling memos, briefing memos, scene setters, talking points, speeches, etc.) have been prepared, meeting quality standards and time requirements, for project site visits or events that involve the Ambassador, Deputy Chief of Mission, USAID Mission Director or USAID Deputy Mission Director. S/he coordinates and consults with technical offices and the USAID/India Mission Director or Deputy Mission Director on project signing ceremonies or other milestone events – including finalizing press releases, ensuring logistics are handled, etc.

### **4) Project Design**

**20%**

The incumbent provides assistance with designing projects and activities to the Mission's Development Objective teams which work primarily in USAID/India's four priority sectors: health, global climate change, food security, and education. S/he guides and collaborates with USAID/India staff to ensure new or amended projects and activities follow USAID and Mission-specific processes and requirements for design and formal approval. S/he contributes to the narrative design of strategies, new activities, unsolicited proposals, activity amendments and related statements of work. S/he convenes and leads meetings as needed to address project and activity design issues, preparing agendas and minutes as required.

### **5) Organizational Learning and Adaptation**

**20%**

The incumbent provides guidance and support to foster learning and adaptation across all sectors in which USAID/India implements programs. S/he advance USAID knowledge management and learning opportunities to ensure the effective sharing and application of learning in areas of keen interest across the portfolio. These areas can include, but are not limited to, local capacity development, the formation and management of multi-partner alliances, public-private partnerships, coordination with other donors, and the alignment of USAID's programs with major Government of India initiatives. S/he develops and refines processes and practices to support USAID staff in engaging with implementing partners, civil society, academic and research institutions, other donor agencies, and the Government of India. S/he plans, establishes, and directs a range of organizational interventions to enhance learning and adaptation that advance USAID/India's five-year strategy. These interventions engage people both within and outside of USAID and can include special studies, After Action Reviews, implementing

partner and stakeholder meetings, organizational learning surveys, and on-line engagements.

## **A. QUALIFICATIONS/SELECTION CRITERIA**

**Education:** BA required. Degree or coursework in international development, English, liberal arts, journalism or a related field is desired. A master's degree in a social science, organizational development, or one of the above fields is desirable (though solid work experience can substitute for a higher degree).

**Job Knowledge:** The incumbent must have excellent knowledge of English grammar and American word usage and spelling. The incumbent must have an understanding of how various social media platforms, including Facebook and websites function. The incumbent must possess an understanding of and experience with international development issues. S/he must have mastery of, or ability to use, diverse computer software to produce on-line and print communications materials, including MS Word, MS PowerPoint, MS Excel, and a photo editor and graphic illustrator along with some understanding of a web content management application.

**Skills and abilities:** The incumbent must be conversant with the important terminology, concepts and organizations associated with international development work. S/he incumbent must be a solid writer, editing, and possess research skills. S/he must possess strong ability to function in a sensitive environment, requiring tact and sound judgment, with a minimum of supervision and a solid ability to handle interactions with colleagues, media representatives (in coordination with PAS), high-level visitors, and senior officials with maturity and confidence. The incumbent must be able to manage multiple tasks, be highly organized, and meet deadlines, have strong interpersonal skills, capable of working with multidisciplinary teams in a fast-paced environment and be a self-starter, detail-oriented, and a creative problem solver.

**Prior Work Experience:** Seven years of progressively responsible experience involving areas such as international development, writing, outreach, journalism, communications, or a related field. Prior experience in an organization or company working on international development is desirable. Prior experience with the design of international development projects is also highly desirable.

**Language proficiency:** Excellent written and oral English communication skills are required.

## **B. KEY POSITON ELEMENTS**

**Supervision Received:** The incumbent reports to the Program Office Director or his/her designee.

**Exercise of judgment:** Exercises sound judgment in sensitive situations and in dealing with USAID colleagues, Embassy counterparts, the news media (in coordination with PAS), partners, and vendors.

**Nature, level and purpose of contacts:** The incumbent has frequent interaction with USAID/India office directors, the USAID/India Mission Director and Deputy Mission Director, senior officials in other Embassy sections, technical staff, partners, government officials, and donor agencies. S/he is the primary Mission coordinator with the Embassy's Information Officer and senior PAS staff, including the PAS chief. S/he develops and maintains close working relationships with USAID/Washington. The purpose of these contacts is to implement the Mission Communications Strategy, achieve Mission outreach goals, obtain the information necessary to fulfill USG reporting requirements, and foster learning and adaptation across all sectors in which USAID/India implements programs.

**Level of complexity:** Duties are varied and require application of methods to a broad range of problems or situations with substantial depth of analysis. The incumbent will need to respond to pervasive shifts in India's media trends, as well as frequent revisions to USG and USAID regulations and guidelines. S/he will need to have thorough training and progressively responsible experience in the assigned field(s) of activity, and the ability to analyze and to adapt prior knowledge and experience to meet requirements imposed by country and Mission conditions. The incumbent must demonstrate initiative, resourcefulness, and the ability to independently perform work of considerable difficulty, complexity and responsibility.

**Post-entry training:** The incumbent will receive on-the-job training on established USAID procedures, regulations, and policies governing Mission interaction with the media, implementing partners, other USG agencies, etc. The Specialist will attend the following as appropriate, subject to course offerings and the availability of funds: USAID regional and global Development Outreach and Communications workshops; training courses directly related to project design; training courses regarding the preparation of documentation for results reporting; and trainings or workshops involving learning and adaptation.

**Available guidelines:** The incumbent must remain familiar with the USAID ADS, AIDAR, FAR, Mission Orders, USAID/Washington Bureau and LPA outreach guidance, and established USAID/India and Program Office procedures and regulations; and, media and communications papers prepared by USAID/Washington and the Department of State.

**Authority to make commitments:** The incumbent may make administrative arrangements consistent with ADS guidance and Mission policy, and take action and establish priorities based on available guidelines and professional judgment. Guidance is sought when needed, and superiors informed of activity status. Within the scope of the authority delegated, the incumbent negotiates outreach and communications activities with counterparts in the Mission and the US Embassy.

**Supervision exercised:** Supervises an FSN Communication Specialist.

**Time required to perform full range of duties after entry into the position:** One year.

**Note:** This position is under a resident-hire U.S. Personal Services Contract with limited fringe benefits.

**C. MEDICAL AND SECURITY CLEARANCES**

The selected applicant must be able to obtain USG security and medical clearances. The incumbent must obtain an USG employment authorization clearance. For medical clearances, the incumbent must have a Department of State medical clearance for India.