



**SOLICITATION NUMBER:** 72027821R10008  
**ISSUANCE DATE:** February 25, 2021  
**CLOSING DATE/TIME:** March 11, 2021  
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 VII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application materials for their records.

This solicitation in no way obligates USAID/Jordan to award a Personal Services Contact (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,

**Melinda Roberts**  
Digitally signed by  
Melinda Roberts  
Date: 2021.02.24  
14:39:31 +02'00'

**Melinda Roberts**  
**Contracting Officer**

## **I. GENERAL INFORMATION**

- 1. SOLICITATION NUMBER:** 72027821R10008
- 2. OPEN TO:** All Interested Jordanian Citizens
- 3. ISSUANCE DATE:** February 25, 2021
- 4. CLOSING DATE/TIME:** March 11, 2021 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Human Resources Administrative Assistant  
Executive Office
- 6. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature. Its Duration 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. 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.
- 7. MARKET VALUE (SALARY PER ANNUM):** **JOD 12,244 – JOD 20,213** Equivalent to **Grade FSN-07**  
*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 a Human Resources Administrative Assistant at the Executive Office (EXO). The work schedule is 40 hours per week and the workweek is Sunday-Thursday.

The job holder serves as a Human Resources (HR) Administrative Assistant in the HR division at the Executive Office, USAID/Jordan. Under the direct supervision of the Supervisory Executive Specialist, the job holder is responsible for assisting the HR team in human resources related activities within the workplace. These duties include personnel information and employee documentation related activities such as maintenance of personnel records and personnel files for Cooperating Country Nationals (CCNs), United States Direct Hires (USDH), United States Personal Service Contracts (USPSC) offshore and local hire employees, and Eligible Family Members (EFM) hired under Family Members Appointments (FMA). The job holder will also serve as the Back-up for the Executive Office Administrative Assistant and will provide minimal administrative assistance support to the Staff Development Specialist (Training).

## **Major Duties and Responsibilities:**

### **Human Resources Administrative Support**

The job holder provides HR administrative assistance on all issues pertaining to the HR management of USAID Jordan. The job holder maintains master tracking sheets for all related time-sensitive actions such as performance evaluation due dates, within grade increases dates, accreditation, documents expiry dates for US Staff, diplomatic passports, etc. The job holder sends reminders to all involved parties to submit needed documentation in duly time for renewal processes. The job holder provides administrative assistance support to the HR team during the recruitment process, such duties are but not limited to contacting candidates to schedule testing and interviewing, reserve testing and interviewing rooms, submit IT requests for support, escort candidates, proctor tests, and a myriad of administrative actions that support the recruitment process from classification to contracting. The job holder is also responsible for drafting routine non-technical Human Resources documents such as service letters, pre-employment and pre-travel medical clearance letters, and other documents as instructed by the supervisor. The job holder is responsible for managing the Amman HR resumes email address, maintain and archiving applications received for solicitations, and attend to unsolicited emails for recruitment.

The job holder maintains up to date Check-in and checkout forms and packets for CCNs, USDH, and USPSC staff. Ensures that the HR related information posted on the Mission's intranet is current and up to date; periodically reviews and updates forms, documents and guidance in collaboration with the pertinent personnel in HR.

The job holder will also be responsible for tracking, reviewing, and submitting all HR related vouchers for payment processing including but not limited to; school registration fees, daycare reimbursements, medical clearance vouchers, life insurance vouchers, and any other human resources related vouchers. The job holder must ensure the completeness of payment packages prior to processing into the Agency Secure Image and Storage Tracking System (ASIST). The job holder will perform a full range of administrative support duties for the HR section and work on ad hoc projects as assigned.

### **Database Management, Reporting**

The job holder ensures real-time data integrity in the system, through regular input of personnel data entries/updates into the Overseas Personnel System (OPS) and any other related database management systems that USAID/Jordan reports staffing. In collaboration with the Supervisory Executive Specialist, the job holder will also be responsible for establishing and managing complex google sheets to reflect staffing mechanisms.

The job holder follows agency guidance and sets up all Official Personnel Folders in (ASIST) for all Mission Employees and HR Office subject files; maintains both hard and electronic copies in accordance with applied policies and regulations, continuously and proactively updates all personnel related records.

The job holder develops and/or maintains an HR database to track HR operations and projects as assigned, produces ad-hoc HR reports upon request and ensures data is correct prior to presentation. The job holder maintains up-to-date mission staff personnel and contract files. S/he ensures personnel and contract files are properly organized and maintained.

The job holder is in charge of the HR page on the USAID Jordan intranet page, maintaining up-to-date forms, procedures, and instructions on this page also works closely with the HR team to retire old forms and replace them, the job holder will provide guidance and support to staff on how to locate information on the intranet page.

The job holder will keep employee's records related to the health insurance up to date. S/he will make sure all information needed for card renewal is accurate and collect employee's family information. Liaise with the Embassy Human Resources section to get all medical insurance cards in a timely manner and deliver them to staff. The job holder will also be responsible for issuing all needed reports and data calls related to the medical and life insurance. The job holder is also responsible for tracking, verifying, and collecting all needed documentation related to the continuing eligibility for CCNs allowances that are related to dependents ages such as but is not limited to, family allowance, medical insurance and daycare allowances.

### **Maintenance of position control records and personnel files**

The job holder is responsible for the organization, maintenance, guidance, and control of all personnel documents. In collaboration with the Correspondence and Records (C&R) technician, the job holder maintains a chronological sequence for the HR boxes on the shelves in the warehouse and makes sure the HR files, databases are updated, and the information is completed. The job holder is also responsible for transferring USDH working folder to the next mission upon their transfer as per ADS provided guidance. The job holder is also required to coordinate with the (C&R) technician for archiving and disposing of records as per the Agency's records management standard and applied regulations for HR records.

The job holder conducts annual HR record disposition and retires obsolete personnel files. Completes annual HR file plans and essential record exercises. Coordinates with the (C&R) technician to ensure HR data are complete as required prior to submission. The job holder prepares periodic inventory of personnel files and sends appropriate files to storage as well as retrieve old files when needed.

### ***Supervisory Relationship***

The employee works with the Human Resources team and reports directly to the Supervisory Executive Specialist and/or to his/her designee.

### ***Supervisory Controls***

Supervision of other staff is not contemplated.

## **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. This process takes, on average, up to nine months. The selected applicant must be able to begin working within a reasonable period (60 days).

## **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 in order to meet the below minimum qualifications for this position.

- a. **Education:** Minimum of two years of College or University studies in Business Administration, Human Resources, Logistics, Public administration, Liberal arts, or Social Sciences or related field is required. **Supporting documentation (i.e., copy of College/University degree must be included in the application for eligibility purposes).**

- b. Prior Work Experience:** Minimum of two years of progressively related experience in human resources administrative management functions and database management functions 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) or 590 is for the TOEFL ITP exam or 96 for the TOEFL iBT are acceptable. Examination scores must have been recorded within the last six months; or else, candidate will be tested again.
- d. Skills and abilities:** The job holder must be able to operate in a highly functioning diversified team, demonstrate excellent skills in maintaining consistency, confidentiality, and high degree of discretion when dealing with human resources duties. The job holder must maintain excellent interpersonal skills, must be able to provide excellent customer service in a manner that maintains a smooth and effective working relationship with all personnel. Must demonstrate a high level of diplomacy and professionalism in attitude and appearance as the job holder will represent the United States Government when dealing and meeting potential applicants. The job holder must maintain effective working relationships with all mission personnel. The job holder must have demonstrated excellent experience in documents' quality control and written communication skills. The job holder must demonstrate a high level of attention to details, ability to compile, produce and analyze data, and must be able to continuously monitor own work to ensure quality. The job holder must be capable of drafting non-complex correspondence in the working language of the organization.; highly organized and methodical in order to successfully handle multiple competing tasks; and be able to communicate effectively. The job holder must have demonstrated ability in managing time and competing demands, dealing with frequent changes delays or unexpected events, prioritizing and juggling tasks to meet critical deadlines, follow instructions and respond to management directions. The job holder must have demonstrated excellent computer skills in specialized software including Windows and Microsoft Office suite, database management and analysis tools, and ability to navigate the Internet with ease. Demonstrated experience with all MS programs as well as google documents and all google interface systems.

### **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: 20%
- b. Language Proficiency: 30%
- c. Skills and abilities: 50%

Top-ranked applicants will be given an English test (TOEIC). Applicants with passing marks may be given a written skills technical test, which will be on any of the evaluation criteria mentioned above (testing will be conducted in Amman, Jordan). Top-ranked applicants from the written skills test will be invited for an interview. USAID/Jordan Human Resources Office will conduct reference checks on top-ranked applicants. USAID/Jordan may use reference information obtained from other than the sources identified by the applicant and solicit additional information from references provided if the Contracting Officer finds the existing information to be insufficient for evaluating an applicant's performance.

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 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 current curriculum vitae that includes the National Jordanian ID number.\*
- b. Filled and signed Universal Application for Employment (DS-174).
- c. Copies of educational certification for eligibility purposes. \*

\*Copies of educational certification must be submitted either in English or Arabic. Failure to submit copies of certification together with a comprehensive curriculum vitae 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). Application forms can be accessed from the Embassy website: <https://jo.usembassy.gov/embassy/jobs/>

#### **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)

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 into between the cooperating government and the United States Government.

## **VII. 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>.