



# AMERICAN EMBASSY, COLOMBO

## Work Control Clerk - Female/Male

*We encourage both women and men to apply for this position. The United States Embassy seeks a diverse workforce with equal opportunity for all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.*

The U.S. Mission in Colombo is seeking qualified candidates to serve as the Work Control Clerk in the Facility Management Section.

The selected candidate reports to the Senior Facility Manager, working under his/her direction to determine work priorities. The incumbent is the primary point of contact for all routine, emergency and preventive maintenance work orders and requests for services and assures distribution to the appropriate shop for action. The incumbent is the customer service representative for the Facility Management section, communicating with personnel from all levels within the Embassy.

**The work schedule for this position is: Full Time - 40 hours per week.**

**The monthly gross salary for this position will be USD \$ 479.91**

[LE Staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupee at the going rate of exchange each pay period. The official exchange rate for June 10, 2024 is 1 USD = 303.10 LKR. This is a temporary revision and should not be assumed as an acquired right.]

### **Qualifications Required:**

1. **Education** - Completion of Secondary School (Completion of G.C.E. A/L - Candidate must have obtained at least simple passes for a minimum of two main subjects) is required. *(Candidate must attach relevant educational certificates).*
2. **Prior Work Experience** - A minimum of two (2) years of office administrative/ clerical experience in a customer-service office is required. *(Candidate must attach copies of relevant service/work experience certificates).*
3. **Language Proficiency** - Level III (Good working knowledge) reading, writing, and speaking English is required. *(This will be tested)*  
Level III (Good working knowledge) reading, writing, and speaking Sinhala or Tamil is required.
4. **Job Knowledge** -  
Must have a good working knowledge of an active office environment; be thoroughly familiar with reporting structures and the standard office hierarchy; must know how to support multiple persons simultaneously including maintaining an adequate stock of office supplies; must know basic math, capable of handling currency and working a balance sheet; must know how to set up and maintain a filing system. Must be customer service oriented, able to handle difficult customers with tact.
5. **Skills & Abilities** -
  - Must be a visionary, forward thinker, and quick understudy with an aptitude to learn so he/she can anticipate the needs of the office and those individuals he/she supports.
  - Must have excellent interpersonal skills and be able to handle a large workload and multiple tasks simultaneously.
  - Must be organized, methodical, decisive, and have professional telephone skills.
  - Must have strong computer skills, able to use the Microsoft Office Software Suite (Word, Excel, Power Point, etc.). Must have good typing skills to write memos, populate spread sheets, and perform data entry.
  - Ability to translate documents from host country language into English or English to host country language. Must have excellent filing skills to keep track of current and historical information, including documents that must be kept in the maintenance library.
  - Must have a keen aptitude to work independently, have impeccable integrity, strong initiative, good judgment and must maintain confidentiality.

### **How to Apply:**

Please visit our website <https://lk.usembassy.gov/jobs/> to submit your applications through Electronic Recruitment Application system [ERA]. Before you continue with the application process, please carefully read the instructions available on our website.

### **Required Documents:**

To apply for this position applicants **must electronically submit copies of the documents listed below** along with the electronic application, to be considered for employment. Failure to do so may result in a determination that the applicant is not eligible and qualified.

- Relevant Educational Certificates
- Relevant Service/Work Experience Certificates
- Proof of Citizenship (National Identity Card/Passport and/or Work Permit)

### **PAPER OR E-MAILED APPLICATIONS ARE NOT ACCEPTED**

Your application should reach us on or before July 04, 2024.

Please note, only shortlisted candidates will be contacted.