



USAID | NEPAL

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72036724R10012
ISSUANCE DATE: 08/27/2024
CLOSING DATE/TIME: 09/10/2024 (11:30 PM Nepal time)

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) for **FSN-08 Administrative Assistant (Executive Assistant)** (under the Local Compensation Plan).

Note: Previous experience with the USG, USAID, or on a USAID project is NOT required. USAID/Nepal is interested in diversifying its workforce to reflect the diversity of experiences, perspectives, and knowledge that exists across Nepal. USAID/Nepal values all relevant experiences regardless of where they were gained and encourages applicants to highlight in their application any knowledge and skills that adds value to the position advertised.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID/Nepal is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Nepali society. We believe that social inclusion and diversity contribute to excellence. USAID/Nepal makes hiring decisions without regard for gender, gender identity, caste, race, ethnicity, religion, disability, marital status, age (if over 40), or sexual orientation. Applicants from ALL backgrounds are encouraged to apply.

How to apply: Please follow section IV below for instructions on how to submit the application for this position.

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Contracting Officer
USAID/Nepal

U.S. Agency for International Development Tel: 977-1-4234000
G.P.O. Box 295 Fax 977-1-4007285
U.S. Embassy, Maharajgunj <http://nepal.usaid.gov>
KATHMANDU, NEPAL

आव्हान सङ्ख्या : 72036724R10012

जारी मिति : August 27, 2024

अन्तिम मिति/समय : September 10, 2024 (11:30 PM Nepal time)

विषय : **FSN-08 Administrative Assistant (Executive Assistant)** (स्थानीय पारिश्रमिक योजनाअन्तर्गत) पदपूर्तिका निम्ति इच्छुक व्यक्तिहरूमा आव्हान ।

नोट : अमेरिकी सरकार, युएसएआईडी अथवा युएसएआईडीको कुनै परियोजनासँगको पूर्व अनुभव अनिवार्य छैन । युएसएआईडी-नेपाल नेपालभर रहेका अनुभवहरू, दृष्टिकोणहरू र ज्ञानको विविधता प्रतिबिम्बित हुने गरी आफ्नो जनशक्तिको विविधीकरण गर्न इच्छुक रहेको छ । युएसएआईडी-नेपालले जहाँसुकै हासिल गरिएका भए पनि सबै सान्दर्भिक अनुभवहरूलाई महत्त्व दिन्छ र विज्ञापन गरिएको पदको मूल्याङ्कन बढाउने कुनै पनि ज्ञान वा सीपमाथि आफ्नो आवेदनमा जोड दिन आवेदकहरूलाई प्रोत्साहित गर्दछ ।

युएसएआईडीले सबै प्रस्तावकहरूको मूल्याङ्कन उल्लिखित मूल्याङ्कन मापदण्डका आधारमा गर्नेछ । युएसएआईडी-नेपाल समान अवसरदायक रोजगारदाता हो जुन नेपाली समाजको सामाजिक तथा जातीय विविधता प्रतिबिम्बित गर्ने कर्मचारी संरचना निर्माणप्रति प्रतिबद्ध छ । हामी सामाजिक समावेशीकरण र विविधताले उत्कृष्टतामा योगदान पुऱ्याउँछ भन्ने विश्वास गर्दछौं । युएसएआईडी-नेपालले कर्मचारी भर्तीसम्बन्धी निर्णयहरू लिङ्ग, लैङ्गिक पहिचान, जात, वर्ण, जातीयता, धर्म, अपाङ्गता, वैवाहिक हैसियत, उमेर (४० वर्षमाथि भएमा) वा यौनिक झुकावको परवाहबिना गर्दछ । हामी सबै पृष्ठभूमिका व्यक्तिहरूलाई आवेदन दिन प्रोत्साहित गर्दछौं ।

सम्भावित प्रस्तावकहरू,

अमेरिकी सरकारको प्रतिनिधित्व गर्दै अमेरिकी अन्तर्राष्ट्रिय विकास नियोग (युएसएआईडी) यस आव्हानमा प्रस्तुत विवरणबमोजिम करारअन्तर्गत व्यक्तिगत सेवा प्रदान गर्ने योग्य व्यक्तिहरूबाट प्रस्तावको माग गर्दछ ।

प्रस्तावहरू अनिवार्य रूपमा यस आव्हानको Attachment 1 अनुरूप हुनुपर्दछ । अपूर्ण वा हस्ताक्षर नगरिएका प्रस्तावउपर विचार गरिनेछैन । प्रस्तावकहरूले आफ्ना रेकर्डका निम्ति सम्पूर्ण प्रस्ताव सामग्रीका प्रति आफूसँग राख्नुपर्दछ ।

यस आव्हानले व्यक्तिगत सेवा करार (PSC) प्रदान गर्न युएसएआईडीलाई कुनै पनि किसिमले बाध्य गर्दैन न त प्रस्तावहरू तयार र पेस गर्दा सिर्जित कुनै खर्च बेहोर्न युएसएआईडीलाई वचनबद्ध नै गर्दछ ।

कुनै जिज्ञासा भएमा Attachment 1 मा तोकिए अनुसारको सम्पर्क बिन्दुमा लिखित रूपमा पठाउनु पर्नेछ ।

भवदीय,

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अनुबन्धन अधिकारी
युएसएआईडी-नेपाल

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72036724R10012
2. **ISSUANCE DATE:** 08/27/2024
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** 09/10/2024 (11:30 PM Nepal time)
4. **POINT OF CONTACT:** USAID/Nepal HR office, email at usaidnepalhr@usaid.gov
5. **POSITION TITLE:** FSN-08 Administrative Assistant (Executive Assistant)
6. **NUMBER OF VACANCIES:** One (1)
7. **MARKET VALUE:** Final compensation will be negotiated within the market value for the position equivalent to **FSN-08** level in accordance with AIDAR Appendix J and the Local Compensation Plan (LCP) of U.S. Embassy-USAID/Nepal. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation.
8. **PERIOD OF PERFORMANCE:** Estimated to start o/a January 1, 2025, through o/a December 31, 2029 (depending on the security clearance process)

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.

9. **PLACE OF PERFORMANCE:** Kathmandu, Nepal with possible travel as stated in the Statement of Duties.
10. **ELIGIBLE OFFERORS:** All interesting candidates - Cooperating Country Nationals (CCNs)
AIDAR, Appendix J. 1 (b) Definitions:
(6) "Cooperating country" means the country in which the employing USAID Mission is located.
(7) "Cooperating country national" ("CCN") means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.
11. **SECURITY LEVEL REQUIRED:** Facility and computer access.

12. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

The Administrative Assistant (MD) serves as one of two Administrative Assistants to the Mission Director (MD) and Deputy Mission Director (DMD) with the primary responsibility to assist the Mission Director. Performs Protocol assistance services in a high profile office with a large volume of correspondence, transactions, host-government, other donor and important private-sector contacts. Develops guest lists and prepares invitations, keeps track of and follows up on acceptance and regrets. Extends telephonic invitations when required; accurately writes and addresses invitations; and has invitations delivered in a timely manner. Plans major engagements, VIP visits, large representational events, and other work-related functions both large and small. Works as a liaison between Mission Director's residence on all matters relating to GSO for events and maintenance. Supervises a front office driver and makes arrangements for transportation for the Director's Office in coordination with other Front Office (FO) Administrative Assistant. Maintains time and attendance for driver, MD and assigned members of DOC (Development Outreach & Communications) team.

2. Statement of Duties to be Performed.

The Major Duties and Responsibilities include:

A. Information Management:**25%**

Maintains record of time and attendance for assigned FSNs and MD, and is the alternate timekeeper for other FO staff. Independently drafts correspondence for approval and responds to routine correspondence within area of authority. Prepares memos and official correspondence for the Director's signature and arranges for appropriate delivery of correspondence. Maintains knowledge of grammar, spelling, punctuation, and correct format, and edits for typographical errors outgoing correspondence. Reviews correspondence for MD clearance submitted by all offices and ensures it is in the correct format. When correspondence from other offices come to the Front Office with errors, or format problems (as is frequently the case), provides guidance for needed correction or corrects documents directly. Shares knowledge of formats for memos, letters and documentation for the Ambassador's Office at the Embassy. Coordinates with Regional Security Office (RSO) for clearance regarding FO visitor access to USAID. Coordinates with General Service Office to monitor, follow up and expedite urgent procurement requests of the FO. Coordinates with other Administrative Assistant to establish and maintain office files and organizes paperwork flow for the office in a manner which allows quick retrieval of materials. Requisitions office supplies, repairs on office equipment, printing services and maintenance request for residence. Also, arranges with GSO to purchase supplies if the needed item is not in stock. Regularly updates listing of important contacts' email, telephone numbers and addresses. Sorts, safeguards, prioritizes incoming mail and other correspondence, and alerts responsible parties to priority action items. Screens telephone calls and responds to inquiries. As needed, translates messages and correspondence arriving in Nepali into English in order to direct actions to appropriate office.

B. Interoffice Coordination:**20%**

Transmits instructions on behalf of the Deputy Director and Director to staff members, follows-up with staff members to ensure that various commitments made are met, and keeps the Director and Deputy Director informed of current status. Tracks important documents which come into the front office, particularly those requiring urgent attention, to assure they are properly addressed and concerned offices are informed of its where about if asked. Uses fast and sound judgment in screening telephone calls, referring important actions to other office staff when supervisor is unavailable, and handling routine matters independently when it is not necessary to involve the Director or Deputy Director. Makes appointments, handles principal telephone business, monitors the timely preparation of materials needed for meetings, trips, speaking engagements and compiles portfolios for all such activities. Receives, reviews and controls incoming and outgoing correspondence. Establishes and maintains office files, updates and shares correspondence resources, and organizes paperwork flow for the office in a manner which allows quick retrieval of materials.

C. Scheduling:**20%**

Arranges appointments with host-government (such as Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) and private sector officials for both Mission Director and Deputy Director as required and for other USAID personnel. Maintains the calendar on the Google system for the Director. Makes necessary arrangements for meetings, and advises on and resolves potential scheduling conflicts and upcoming events for daily and weekly meetings. Assures sufficient time is allowed to prepare for and/or travel to and from meetings. Advises Director of calendar entries and/or changes and reminds them of scheduled appointments and provides them with a daily and weekly list of appointments. Maintains after hours schedules. Maintains the Mission calendar which is available for all Mission to view.

D. Process/Events Manager:**15%**

Makes domestic and international travel arrangements for the Director and other FO staff as assigned. Works closely with HR and OFM to prepare travel authorization and travel vouchers using the E2 system. Assures arrangements for large meetings and conferences are made, including the drafting of procurement requests for meeting rooms, meals, ground transportation, logistics support, translation services (if required), etc.

Handles the Mission Director's Representational events by taking care of all necessary logistics involved – compares different quotations, chooses the venue, maintains guest list, funding/budgeting, designs/ sends invitations, follows up for RSVP, submits vouchers for payment. Takes active role in coordinating official VIP visits, partners' meetings, retreats and conferences. Assures all kinds of arrangements/ logistics related to such events/ visits.

Composes non-technical correspondence relating to office operations, such as instructions to mission staff, thank you notes, "RSVPs" and "regrets" for the Director when cultural sensitivities must be respected. Backstops the other Administrative Assistant on all duties and handles special projects or assignments for the front office.

E. Office Management Specialist (OMS):**10%**

Liaises with the Ambassador's Office; Office of the Management Counselor, other principal offices of the U.S. Embassy; and Consular section. Sets up appointments with the Ambassador's Office for Nepal Government officials when USAID is involved. Liaises with administrative staff of host government officials (Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) in order to facilitate their communication with the Front Office and ensure that promised actions (e.g., requests for information) are followed up. Coordinates quarterly meetings and special projects of Mission administrative staff. Trouble shoots and resolves problems.

F. Supervision of Front Office Driver:**10%**

The job holder is responsible for supervising one of the FO drivers, including writing performance reviews and developing annual work and development plans. Works with other Administrative Assistant to maintain the schedule for USAID drivers and ensures that the drivers are well aware of the venue of all meetings and evening engagements for the Mission Director and Deputy Director. When the drivers are free, coordinates with the other departments in order to assign them some miscellaneous tasks within the Chancery and coordinates with other USAID employees to use the driver's services. Takes care of all travel arrangements and paperwork when the Drivers are scheduled to go for field trips. Also, supervises important dispatch functions which are performed when motor pool vehicles cannot fulfill important transport requirements. Initiates purchase orders for regular servicing, other necessary maintenance expenses, and for the Driver's uniform.

3. Supervisory Relationship

Minimum supervision by the Mission Director or the Deputy Mission Director. Reports to the Front Office Senior Advisor and provides backup support in the absence of Administrative Assistant to the Deputy Mission Director.

4. Supervisory Controls

Oversees assignments of one of the two USAID drivers tasks who drive for the Director and Deputy Director.

13. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. **Education:** Completion of two years of College (Higher Secondary Schooling) or University studies is required. Secretarial and/or administrative training is required.
- b. **Prior Work Experience:** Minimum of three years of progressively responsible experience is required. Experience in Executive Secretarial or Office Manager Positions is required.
- c. **Language Proficiency:** Level IV (Fluent) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Nepali is required.
- d. **Job Knowledge:**
Knowledge of PCs: Clear fluency with Microsoft Word; Microsoft Excel; Microsoft Powerpoint; Office calendar scheduling; Internet and e-mail. Knowledge of administrative concepts and practices affecting subordinate sections/units. Knowledge and views sufficient to enable the job holder to perform duties such as developing material for the Director and Deputy Director's use in public speaking engagements. An understanding of the social mores of the country; good knowledge and understanding of USAID procedures and regulations pertaining to the administrative area, communications and records program, and USAID programs and policies. Good working knowledge of Department of State and Nepal Government organization and protocol.
- e. **Skills and Abilities:**
Skills in supervising, advising and instructing office staff in subordinate sections/units concerning matters on protocol, format, management, memos, reports, correspondence, macro for AEFs, scheduling the LAN calendar and telephone procedures. Knowledge of personnel record keeping procedures to maintain files of personnel regulations, directives, and references. Ability to analyze office procedures, determine needs, and reorganize data and procedures without instruction. Ability to gather information and draft complex correspondence independently within the area of authority. Ability in downloading information from the State Department website for cable formatting, TAGS and accurate

wording. Ability to work with the GON tactfully, calmly and patiently. Ability to use judgment to analyze information and take appropriate actions (phone calls, prioritizing work, etc.). Use courtesy, patience, adaptability, initiative, cooperativeness, resourcefulness in determining priorities and making decisions, and mature judgment in dealing with all types of personalities. Ability to work under high pressure to meet deadlines.

The job holder will develop an understanding of Diversity, Equity, Inclusion and Accessibility (DEIA) principles and will be expected to demonstrate them as part of the position responsibilities. The job holder must participate in diversity, equity and inclusion training and demonstrate the ability to explain how they can effectively be integrated into development programming and the workplace environment

A good knowledge of Nepali work culture, language and Nepal development issues and context is required so as to be able to communicate effectively and work collaboratively with stakeholders at the local levels.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors 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 offerors 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 offers 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 offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee (TEC) may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed. Any offeror not receiving satisfactory reference checks will no longer be considered for the position.

Candidates will be evaluated and ranked based on the following selection criteria to a maximum score of 100 points:

1. Work Experience/30points:

- Experience providing high-level administrative support to senior executives or leadership teams, especially within government agencies, non-profits, or international organizations.
- Proven experience in managing complex schedules, organizing high-level meetings, and coordinating with multiple stakeholders.
- Experience serving as a liaison between executives and other offices, as well as with external development partners and stakeholders.
- Experience in roles that required balancing multiple tasks or projects, managing competing priorities, and meeting tight deadlines.
- Experience in roles that required adaptability to changing priorities, working environments, or organizational needs.

2. Job Knowledge/30 points:

- Knowledge and understanding of basic computer and software applications.
- Knowledge and understanding of office equipment and systems.
- Knowledge of managing calendars and scheduling meetings.
- Understanding and appreciation of the principles of diversity, equity, inclusion and accessibility (DEIA).

3. Skills and Ability/40 points:

- Ability to plan, organize and implement a multi-faceted and multi-sectoral workload.
- Ability to analyze, advice and make strategic administrative recommendations.
- Excellent written and verbal communication skills.
- Ability to prioritize tasks efficiently, managing multiple tasks simultaneously without missing deadlines.
- Excellent collaboration and teamwork skills.
- Highly skilled in file management, document tracking, and maintaining calendars or task lists.
- Strong writing skills for drafting emails, reports, and official correspondence.
- A track record of maintaining the highest level of integrity in dealing with sensitive or private matters.
- Ability to respect cultural differences and to promote inclusivity.
- The ability to follow oral instructions and to organize and follow through on assignments with minimal oversight.

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TOTAL: 100 points
Reference check (Pass/Fail)

Negotiations will be conducted with the most qualified/ highest-ranked offeror at the conclusion of evaluations.

IV. SUBMITTING AN OFFER

As part of the application process, we invite applicants to complete a skills test and submit a resume or CV using a single online portal. Applicants need to make sure their resume or CV is ready to upload prior to starting the test.

Please see the instructions below on preparation for the test:

- Applicants should make sure they have a good internet connection. Applicants should also check their device/laptop to ensure the video setting is enabled before starting the application and test.
- In addition to completing the test, applicants should be ready to upload their resume or CV not to exceed three (3) pages that includes a list of their three most recent professional references. As part of the test, applicants will be prompted when it is time to upload their resume or CV.
- **Applicants need to click the link [here](#) to set up their user account using their email address.**
- Once applicants have created their user accounts, a test link will be sent to their email addresses, after which time they can start their test and application for the job making sure to complete their test before the posted deadline set forth in this solicitation. Applicants should review the test instructions displayed on the welcome page very carefully before starting the test, and again, ensuring their resume or CV is ready for upload once prompted.
- After completing each section of the test, applicants can move to the next section. Applicants may pause the test to take a break once you have completed individual sections of the test; however, they cannot pause in the middle of a particular section of the test once it starts. It is recommended that you try and take the test in one session, if possible, which will take approximately 95 minutes.

Once applicants have completed their assignment and uploaded their resume, they can log off the system.

Applicants must take the test by the solicitation closing date and time specified in section I, item 3.

Please also note that candidates are expected to maintain integrity and honesty throughout the test, and not use Artificial Intelligent (AI) platforms to generate the responses – if discovered otherwise, the respective candidate will be disqualified at that point from further consideration for the position.

All applicants who are shortlisted to move forward to the next stage of this recruitment will be contacted by USAID/Nepal HR through your email address.

Applicants are requested to monitor their inbox (including spam folder) for any follow-on messages regarding this recruitment from USAIDNepalHR@usaid.gov

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

- a. Once the Contracting Officer (CO) informs the successful offeror about being selected for a contract award, the CO will provide the successful offeror instructions about how to complete and submit the forms required to obtain medical and security clearances.
- b. **Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors** – Please be advised that, upon award, the contractor will be required to follow the Mission policies and/or directives from the U.S. Department of State regarding COVID-19 requirements.

VI. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the CO informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the appropriate employment forms.

VII. BENEFITS/ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

BENEFITS:

- Health Insurance Coverage for the selected candidate and immediate family members.
- Variable Contribution Fund (18.33% of the annual base salary)- Employer.
- Annual Bonus payment (1/12 of annual base salary).

ALLOWANCES:

- Miscellaneous allowance NRs. 68,000 annually

VIII. TAXES

Local Employed Staff are responsible for paying local income taxes.

IX. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCNPSC and TCNPSC 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/sites/default/files/documents/1868/aidar_0.pdf
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g. R497] - Accounting Info: [USAID/Nepal funding]	1	LOT	\$ _TBD____	\$ _TBD at Award after negotiations with Contractor_

3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

- **AAPD 21-04 Revision 3** - Executive Order 14042 on ensuring adequate COVID-19 Safety Protocols for Federal Awards - June 6, 2022

AAPD No. 21-04, ATTACHMENT 4 - Letter for contracts with performance requiring physical access to USAID domestic facilities.

AAPD No. 21-04, ATTACHMENT 5 - Letter to Individuals with Personal Services Contracts

AAPD No. 21-04, ATTACHMENT 6: Overview of Applicability of FAR 52.223-99

- **AAPD 21-01** - Applicability of FAR 4.21 to USAID personal services contracts with individuals under the AIDAR Appendices D and J- March 26, 2021

- **AAPD 20-08** - Leave and Holidays for CCNPSCs and TCNPSCs, including country leave for qualifying posts for eligible TCNPSCs- December 22, 2020
 - **AAPD 06-08** AIDAR, Appendices D AND J: using the optional schedule to incrementally fund contracts-June 23, 2006
 - **AAPD 03-11** Revision of Contracts/Contract Procedures for Personal Services Contracts with Foreign Service Nationals (FSNs) to Work in Iraq and Afghanistan – 12/02/03
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>

5. **PSC Ombudsman**

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.

USAID/Nepal is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Nepali society. We believe that social inclusion and diversity contribute to excellence. USAID/Nepal makes hiring decisions without regard for gender, gender identity, caste, race, ethnicity, disability, marital status, age, or sexual orientation. Diversity, equity, inclusion, and accessibility are among USAID’s core values. We welcome candidates of all backgrounds to apply and highlight in their applications their own diverse backgrounds and experiences that contribute to a more vibrant, dynamic, and inclusive workplace.

Position Description
Administrative Assistant (Executive Assistant), CCNPSC-FSN-08
USAID/Front Office

BASIC FUNCTION OF THE POSITION:

The Administrative Assistant (MD) serves as one of two Administrative Assistants to the Mission Director (MD) and Deputy Mission Director (DMD) with the primary responsibility to assist the Mission Director. Performs Protocol assistance services in a high profile office with a large volume of correspondence, transactions, host-government, other donor and important private-sector contacts. Develops guest lists and prepares invitations, keeps track of and follows up on acceptance and regrets. Extends telephonic invitations when required; accurately writes and addresses invitations; and has invitations delivered in a timely manner. Plans major engagements, VIP visits, large representational events, and other work-related functions both large and small. Works as a liaison between Mission Director's residence on all matters relating to GSO for events and maintenance. Supervises a front office driver and makes arrangements for transportation for the Director's Office in coordination with other Front Office (FO) Administrative Assistant. Maintains time and attendance for driver, MD and assigned members of DOC (Development Outreach & Communications) team.

MAJOR DUTIES AND RESPONSIBILITIES (% OF TIME)

- A. Information Management: 25%**
Maintains record of time and attendance for assigned FSNs and MD, and is the alternate timekeeper for other FO staff. Independently drafts correspondence for approval and responds to routine correspondence within area of authority. Prepares memos and official correspondence for the Director's signature and arranges for appropriate delivery of correspondence. Maintains knowledge of grammar, spelling, punctuation, and correct format, and edits for typographical errors outgoing correspondence. Reviews correspondence for MD clearance submitted by all offices and ensures it is in the correct format. When correspondence from other offices come to the Front Office with errors, or format problems (as is frequently the case), provides guidance for needed correction or corrects documents directly. Shares knowledge of formats for memos, letters and documentation for the Ambassador's Office at the Embassy. Coordinates with Regional Security Office (RSO) for clearance regarding FO visitor access to USAID. Coordinates with General Service Office to monitor, follow up and expedite urgent procurement requests of the FO. Coordinates with other Administrative Assistant to establish and maintain office files and organizes paperwork flow for the office in a manner which allows quick retrieval of materials. Requisitions office supplies, repairs on office equipment, printing services and maintenance request for residence. Also, arranges with GSO to purchase supplies if the needed item is not in stock. Regularly updates listing of important contacts' email, telephone numbers and addresses. Sorts, safeguards, prioritizes incoming mail and other correspondence, and alerts responsible parties to priority action items. Screens telephone calls and responds to inquiries. As needed, translates messages and correspondence arriving in Nepali into English in order to direct actions to appropriate office.
- B. Interoffice Coordination: 20%**
Transmits instructions on behalf of the Deputy Director and Director to staff members, follows-up with staff members to ensure that various commitments made are met, and keeps the Director and Deputy Director informed of current status. Tracks important documents which come into the front office, particularly those requiring urgent attention, to assume they are properly addressed and concerned offices are informed of its where about if asked. Uses fast and sound judgment in screening telephone calls, referring important actions to other office staff when supervisor is unavailable, and handling routine matters independently when it is not necessary to involve the Director or Deputy Director. Makes appointments, handles principal telephone business, monitors the timely preparation of materials needed for meetings, trips, speaking engagements and compiles portfolios for all such activities. Receives, reviews and controls incoming and outgoing correspondence. Establishes and maintains office files, updates and shares correspondence resources, and organizes paperwork flow for the office in a manner which allows quick retrieval of materials.
- C. Scheduling: 20%**
Arranges appointments with host-government (such as Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) and private sector officials for both Mission Director and Deputy Director as required and for other USAID personnel. Maintains the calendar on the Google system for the Director. Makes necessary arrangements for meetings, and advises on and resolves potential scheduling conflicts and upcoming events for daily and weekly meetings. Assures sufficient time is allowed to prepare for and/or travel to and from meetings. Advises Director of calendar entries and/or changes and reminds them of scheduled appointments

and provides them with a daily and weekly list of appointments. Maintains after hours schedules. Maintains the Mission calendar which is available for all Mission to view.

D. Process/Events Manager:

15%

Makes domestic and international travel arrangements for the Director and other FO staff as assigned. Works closely with HR and OFM to prepare travel authorization and travel vouchers using the E2 system. Assures arrangements for large meetings and conferences are made, including the drafting of procurement requests for meeting rooms, meals, ground transportation, logistics support, translation services (if required), etc.

Handles the Mission Director's Representational events by taking care of all necessary logistics involved – compares different quotations, chooses the venue, maintains guest list, funding/budgeting, designs/ sends invitations, follows up for RSVP, submits vouchers for payment. Takes active role in coordinating official VIP visits, partners' meetings, retreats and conferences. Assures all kinds of arrangements/ logistics related to such events/ visits.

Composes non-technical correspondence relating to office operations, such as instructions to mission staff, thank you notes, "RSVPs" and "regrets" for the Director when cultural sensitivities must be respected. Backstops the other Administrative Assistant on all duties and handles special projects or assignments for the front office.

E. Office Management Specialist (OMS):

10%

Liaises with the Ambassador's Office; Office of the Management Counselor, other principal offices of the U.S. Embassy; and Consular section. Sets up appointments with the Ambassador's Office for Nepal Government officials when USAID is involved.

Liaises with administrative staff of host government officials (Ministers, Secretaries, Deputy Secretaries & Joint Secretaries) in order to facilitate their communication with the Front Office and ensure that promised actions (e.g., requests for information) are followed up. Coordinates quarterly meetings and special projects of Mission administrative staff. Trouble shoots and resolves problems.

F. Supervision of Front Office Driver:

10%

The job holder is responsible for supervising one of the FO drivers, including writing performance reviews and developing annual work and development plans. Works with other Administrative Assistant to maintain the schedule for USAID drivers and ensures that the drivers are well aware of the venue of all meetings and evening engagements for the Mission Director and Deputy Director. When the drivers are free, coordinates with the other departments in order to assign them some miscellaneous tasks within the Chancery and coordinates with other USAID employees to use the driver's services. Takes care of all travel arrangements and paperwork when the Drivers are scheduled to go for field trips. Also, supervises important dispatch functions which are performed when motor pool vehicles cannot fulfill important transport requirements. Initiates purchase orders for regular servicing, other necessary maintenance expenses, and for the Driver's uniform.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. **Education:** Completion of two years of College (Higher Secondary Schooling) or University studies is required. Secretarial and/or administrative training is required.
- b. **Prior Work Experience:** Minimum of three years of progressively responsible experience is required. Experience in Executive Secretarial or Office Manager Positions is required.
- c. **Post Entry Training:**
The Administrative Assistant will be provided familiarization training on USAID operations, and on specific regulations and procedures (such as records management, travel, and correspondence management). Additional training in-country may be provided from time to time, depending on course offerings and the availability of space and funds. Computer training on new software and applications.

CCN PSCs may participate in temporary duty (TDY) travel to USAID/Washington and other Missions in order to participate in the Foreign Service National Fellowship Program described in ADS 495maa.

- d. **Language Proficiency:** Level IV (Fluent) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Nepali is required.
- e. **Job Knowledge:** Knowledge of PCs: Clear fluency with Microsoft Word; Microsoft Excel; Microsoft Powerpoint; Office calendar scheduling; Internet and e-mail. Knowledge of administrative concepts and practices affecting subordinate

sections/units. Knowledge and views sufficient to enable the job holder to perform duties such as developing material for the Director and Deputy Director's use in public speaking engagements. An understanding of the social mores of the country; good knowledge and understanding of USAID procedures and regulations pertaining to the administrative area, communications and records program, and USAID programs and policies. Good working knowledge of Department of State and Nepal Government organization and protocol.

f. **Skills and Abilities:**

Skills in supervising, advising and instructing office staff in subordinate sections/units concerning matters on protocol, format, management, memos, reports, correspondence, macro for AEFs, scheduling the LAN calendar and telephone procedures. Knowledge of personnel record keeping procedures to maintain files of personnel regulations, directives, and references. Ability to analyze office procedures, determine needs, and reorganize data and procedures without instruction. Ability to gather information and draft complex correspondence independently within the area of authority. Ability in downloading information from the State Department website for cable formatting, TAGS and accurate wording. Ability to work with the GON tactfully, calmly and patiently. Ability to use judgment to analyze information and take appropriate actions (phone calls, prioritizing work, etc.). Use courtesy, patience, adaptability, initiative, cooperativeness, resourcefulness in determining priorities and making decisions, and mature judgment in dealing with all types of personalities. Ability to work under high pressure to meet deadlines.

The job holder will develop an understanding of Diversity, Equity, Inclusion and Accessibility (DEIA) principles and will be expected to demonstrate them as part of the position responsibilities. The job holder must participate in diversity, equity and inclusion training and demonstrate the ability to explain how they can effectively be integrated into development programming and the workplace environment.

POSITION ELEMENTS:

- a. **Supervision Received:** Minimum supervision by the Mission Director or the Deputy Mission Director. Reports to the Front Office Senior Advisor and provides backup support in the absence of Administrative Assistant to the Deputy Mission Director.
- b. **Supervision Exercised:** Oversees assignments of one of the two USAID drivers tasks who drive for the Director and Deputy Director.
- c. **Available Guidelines:** USAID ADS correspondence guidelines; in unusual cases, the contractor may check with the supervisor or the Administrative Assistant in the Embassy for the proper format.
- d. **Exercise of Judgment:** The job holder uses judgment to act independently and priorities and manipulates scheduling independently on most occasions to meet the needs of Mission Director and Deputy Director. Frequently must make decisions regarding Mission Director and Deputy Director's schedule. Determines assignments of actions and correspondence to mission offices. The job holder is tactful, courteous, patient, adaptable, takes initiative, cooperative, resourcefulness, good judgment in determining priorities and making decisions, and mature judgment in dealing with all types of personalities and ability to work under pressure to meet deadlines.
- e. **Authority to Make Commitments:** The Administrative Assistant has general authority to make appointments on behalf of the Director, and to relay instructions to members of the Mission staff on his/her behalf. The Administrative Assistant may make reservations on behalf of travelers but may not independently commit the USG to the expenditure of funds.
- f. **Nature, Level, and Purpose of Contacts:** Contacts with Host Country (Ministers, Secretaries, Deputy Secretaries and Joint Secretaries), Embassy and other Donor officials at the highest levels for purposes of managing events and scheduling meetings and preparing related program documentation. In USAID, contacts Director, Deputy Director, Team Leaders and other senior staff; in Embassy, to Ambassador's office and offices of other key Embassy staff to set up appointments and request information.
- g. **Time Expected to Reach Full Performance Level:** One year.