



USAID | NEPAL

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72036724R10013
ISSUANCE DATE: 09/06/2024
CLOSING DATE/TIME: 09/20/2024 (11:30 PM Nepal time)

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) for **FSN-04 Chauffeur (Chauffeur/Administrative 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 : 72036724R10013

जारी मिति : September 6, 2024

अन्तिम मिति/समय : September 20, 2024 (11:30 PM Nepal time)

विषय : **FSN-04 Chauffeur (Chauffeur/Administrative 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.:** 72036724R10013
2. **ISSUANCE DATE:** 09/06/2024
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** 09/20/2024 (11:30 PM Nepal time)
4. **POINT OF CONTACT:** USAID/Nepal HR office, email at usaidnepalhr@usaid.gov
5. **POSITION TITLE:** FSN-04 Chauffeur (Chauffeur/Administrative Assistant)
6. **NUMBER OF VACANCIES:** Two (2)
7. **MARKET VALUE:** Final compensation will be negotiated within the market value for the position equivalent to **FSN-04** 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 primary purpose of this position is to serve as a Chauffeur and support services to the Mission Director's (MD) Office, including the delivery of mail, materials, or other passengers as requested. The job holder follows a maintenance schedule and ensures the maintenance of the vehicles assigned to him/her. The job holder works under the direct supervision of the Executive Assistant in the MD's Office and under the general supervision of the Mission Director. In the performance of these duties, the Chauffeur to the Mission Director relies heavily on interpersonal skills, knowledge of procedures associated with the specific tasks assigned, and relationships developed in various Ministries, PVO/NGO organizations, companies, or government agencies.

The secondary purpose of this position is to provide services as an interim or roving Administrative Assistant to Mission Offices, as assigned. When serving on assignment as an Office Administrative Assistant, day-to-day supervision will be from the appropriate office director or designee. The job holder will perform work in lieu of administrative personnel who are ill, on vacation, or otherwise absent for varying periods of time. The job holder will provide time and attendance (T&A) back-up and support of the office of assignment, as required. The formal supervisor is one of two Executive Assistants (EA) to the MD

and Deputy Mission Director (DMD).

2. Statement of Duties to be Performed.

The Major Duties and Responsibilities include:

a. Driving Duties – 65%

Under the direct supervision of the Executive Assistant, and the general supervision of the Deputy Mission Director, the Chauffeur works in accordance with instructions and schedules provided by the Mission Director and/or the Mission Director's Executive Assistant. The Chauffeur operates the Director's vehicle within Kathmandu and throughout the country to provide transportation services to the Mission Director, the Deputy Mission Director and to other employees and visitors, including VIPs. The Chauffeur assumes primary responsibility for the assigned vehicle, and ensures the vehicle is clean and properly maintained in order to provide safe transportation services. The job holder observes appropriate courtesy and protocol while transporting passengers.

The Chauffeur assists the Mission Director in planning logistics for field trips. Researches destination points, and collects and shares pertinent information, such as the description of the site, projected travel time, road conditions, etc. with appropriate Mission and Embassy security personnel. Ensures adequate planning and safety considerations have been factored into trip schedules, and coordinates with the RSO as required. Exercises sound judgment in selecting routes to ensure passenger safety.

The Chauffeur ensures that preventive maintenance is performed on a regular basis. The Chauffeur reports malfunctions immediately, along with other problems that may arise in the performance of assigned functions.

The job holder maintains the vehicle in clean and serviceable condition and performs minor preventive maintenance. S/he performs first line repairs as needed, e.g. changing tires, checking batteries, adding liquids. Takes the vehicle to the service center for major repairs and makes sure that the vehicle is accurately serviced according to the manufacturer's recommendations. Submits request for vehicle maintenance and repair. Monitors all vehicle repairs done at the Mission garage and verifies that work done at outside repair shops is necessary and is done well. Monitors the records of the vehicle expendable supplies and replacement of these.

The Chauffeur maintains a high level of security awareness at all times to ensure that USG property is protected and that the Mission Director and/or other passengers are not endangered. The Chauffeur checks the underside of the vehicle and under the hood before starting the engine when the vehicle has been left unattended.

On an as-needed basis, provides chauffeur services on weekends and after-hours, within Kathmandu and elsewhere. As required, the Chauffeur may drive other USG vehicles, such as a pickup truck or lift van.

Maintains the Daily Log of Vehicle Usage and assists in preparation of vehicle reports. Follows security procedures, including selecting fastest and safest routes and maintains a high level of security awareness at all times. Reports vehicular accidents immediately to the direct supervisor and, in accordance with Mission procedures, completes all required paperwork to document accidents; and, ensures that Police and the Insurance Company have all information required to complete their investigations/reports.

b. Administrative Duties – 35%

The job holder will be assigned to administrative duties (to an Office, Branch, or other Unit), with responsibility for providing the full range of administrative and clerical support to the organization staff. The job holder receives phone calls, sends and receives Emails and faxes, and arranges meetings and appointments at the request of the assigned organization's staff with Mission, Host-Government, Implementing Partners (IPs), Non-Governmental Organizations (NGO), donor organizations, private-sector, and other contacts; arranges transportation as needed; and takes minutes at meetings when requested. The job holder maintains the organization Chief's appointments based on a good knowledge of commitments, and maintains their calendar, reminding the Chief and others of meetings and appointments. The job holder takes messages in the absence of organization staff, directing callers to other staff members, or answering questions personally; receives and assists visitors, answers questions, or directs them to a staff member who can assist them; schedules meetings, and ensures that attendees are briefed or provided proper background material for meetings; and, participates in maintaining conference room schedules, in coordination with other Mission administrative staff.

The job holder uses computer and web-based word processing, spreadsheets, and software applications in the performance of a variety of assignments. Types a variety of correspondence, creates electronic trackers, develops charts, and prepares other documents in draft and final form, proof-reading for format and consistency with standard formatting requirements prior to submitting for signature. As required, the job holder locates documents routed for clearance, and obtains and tracks clearances and signatures.

The job holder establishes and maintains files according to standards set by the Mission Correspondence and Records (C&R) Technician in the Executive Office (EXO) and by USAID/Washington; and marks correspondence and other documents for filing, and files accordingly. The job holder reviews all correspondence prepared for signature, corrects errors by drafters and edits correspondence, and ensures that responding correspondence meets requirements posed by incoming correspondence to which it pertains. The job holder maintains and updates handbooks, operating procedures, and other documents, such as visitors' lists, telephone listings, personnel rosters, and leave, travel, and training schedules.

3. Supervisory Relationship

The Chauffeur works under the direct supervision of the Executive Assistant and general supervision of the Deputy Mission Director. The Chauffeur works in accordance with instructions and schedules provided by the Mission Director and/or the Mission Director's Executive Assistant. The Executive Assistant in the Director's Office provides specific direction to assure conformance with USAID Mission Orders and other Mission policy and will prepare the annual performance evaluation. The Chauffeur and the Executive Assistant will mutually establish work objectives, with inputs from the Deputy Mission Director and Mission Director.

4. Supervisory Controls

The supervision of other USAID staff is not contemplated.

13. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. Education:** Completion of Secondary Schooling is required.
- b. Prior Work Experience:** A minimum of three years' experience driving a motor vehicle as a professional Chauffeur with a diplomatic mission, international organization, or a similar organization is required. At least one year of experience performing administrative duties is required.
- c. Language Proficiency:** Level III in English and Level IV in Nepali, both oral and written, is required.
- d. Job Knowledge:**

Job holder must be familiar with Nepali traffic laws. Knowledge of the boundaries of various "go" and "no-go" areas of Kathmandu and the countryside is required. Knowledge of traffic patterns within Kathmandu is required. Thorough knowledge of road systems in Kathmandu and reasonable knowledge of other destination points in Nepal is required. Must be well-conversant with basic mechanics and vehicle maintenance procedures. Must be well-conversant with basic mechanics and vehicle maintenance procedures. Must know what to do in case of an emergency, taking into consideration safety of passengers and protection of U.S.G. property. Must be continually aware of potential hazards and should have the ability to take appropriate precautions accordingly. Must have a clean driving record.

The job holder should be familiar, or able to quickly become familiar with Mission responsibilities and activities, and possess a general knowledge of standard office procedures and practices. The job holder should have the ability to develop an understanding of USG file management, mail handling, and correspondence formatting.

e. Skills and Abilities:

Excellent defensive driving skills are required, as are strong interpersonal skills. The ability to deal tactfully with passengers and with other drivers in order to defuse and resolve difficult and potentially volatile situations that may arise during travel is required. Patience and persistence in interacting with working-level employees of governmental and non-governmental ministries/offices to obtain documents is essential. The ability to exercise sound judgment in

selecting the most appropriate routes at any given time is required. The ability to complete incident reports accurately is required.

Mandatory Certifications: The Chauffeur must possess and retain a valid driver's license throughout the entire period of employment. Except for an occasional "fender bender," the Chauffeur is expected to possess and retain a clean driving record. Rescission of the driver's license by the Government of Nepal any time during the employment period will be grounds for immediate termination.

The job holder must be proficient in keyboarding and in operating computers with standard software, including Microsoft Word, Excel, PowerPoint, Outlook, and other software programs as designated. The job holder must be proficient in using the Internet and E-mail, and demonstrate the ability to perform administrative, secretarial, and clerical duties.

The job holder must have demonstrated experience fostering a work environment that promotes equity, diversity, and inclusion and that does not tolerate harassment, exclusion, or inequality.

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:

- The demonstrated experience of minimum of three years' experience driving a motor vehicle as a professional Chauffeur with a diplomatic mission, international organization, or a similar organization is required. At least one year of experience performing administrative duties is required.
- Valid driving license A, B, & F
- Completion of Secondary Schooling is required

2. Job Knowledge/30 points:

- Job holders must be familiar with Nepali traffic laws. Knowledge of the boundaries of various "go" and "no-go" areas of Kathmandu and the countryside; knowledge of traffic patterns within Kathmandu is required; and thorough knowledge of road systems in Kathmandu and reasonable knowledge of other destination points in Nepal is required.
- Must be well-conversant with basic mechanics and vehicle maintenance procedures. Must know what to do in case of an emergency, taking into consideration safety of passengers and protection of U.S.G. property.
- Must be continually aware of potential hazards and should have the ability to take appropriate precautions accordingly.
- Must have a clean driving record (check of police record will be done).
- The job holder should be familiar, or able to quickly become familiar with Mission responsibilities and activities, and possess a general knowledge of standard office procedures and practices.
- The job holder should have the ability to develop an understanding of USG file management, mail handling, and correspondence formatting.

3. Skills and Ability/40 points:

- Excellent defensive driving skills and strong interpersonal skills are required.

- The ability to deal tactfully with passengers and with other drivers in order to defuse and resolve difficult and potentially volatile situations that may arise during travel is required.
- Patience and persistence in interacting with working-level employees of governmental and non-governmental ministries/offices to obtain documents is essential. The ability to exercise sound judgment in selecting the most appropriate routes at any given time is required.
- The ability to complete incident reports accurately is required.
- Mandatory Certifications: The Chauffeur must possess and retain a valid driver's license throughout the entire period of employment. The Chauffeur is expected to possess and retain a clean driving record.
- The job holder must be proficient in keyboarding and in operating computers with standard software, including Microsoft Word, Excel, PowerPoint, gmail, and other software programs as designated.
- The job holder must be proficient in using the Internet and E-mail, and demonstrate the ability to perform administrative, secretarial, and clerical duties.
- The job holder must have demonstrated experience fostering a work environment that promotes equity, diversity, and inclusion and that does not tolerate harassment, exclusion, or inequality.

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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

- Eligible Offerors are required to complete and submit **a resume** not to exceed three (3) pages
- Additionally, offerors must provide a **cover-page** of approximately 500-750 words (1 page), expressing how the offeror's qualifications meet the evaluation and selection factors (*per section III above*) and **list of three most recent references** with their contact details.

Offerors who do not submit any of the required documents (resume and a cover-page) as mentioned above will not be considered further.

- Offers must be received by the closing date and time specified in **section I, item 3**, and submitted to the Point of Contact in **section I, item 4: usaidnepalhr@usaid.gov**

Offeror submissions must clearly reference the Solicitation number and interested specific technical area on all offeror submitted documents.

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

- 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.
- 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
Chauffeur (Chauffeur/Administrative Assistant), CCNPSC-FSN-04
USAID/Front Office

BASIC FUNCTION OF THE POSITION:

The primary purpose of this position is to serve as a Chauffeur and support services to the Mission Director's (MD) Office, including the delivery of mail, materials, or other passengers as requested. The job holder follows a maintenance schedule and ensures the maintenance of the vehicles assigned to him/her. The job holder works under the direct supervision of the Executive Assistant in the MD's Office and under the general supervision of the Mission Director. In the performance of these duties, the Chauffeur to the Mission Director relies heavily on interpersonal skills, knowledge of procedures associated with the specific tasks assigned, and relationships developed in various Ministries, PVO/NGO organizations, companies, or government agencies.

The secondary purpose of this position is to provide services as an interim or roving Administrative Assistant to Mission Offices, as assigned. When serving on assignment as an Office Administrative Assistant, day-to-day supervision will be from the appropriate office director or designee. The job holder will perform work in lieu of administrative personnel who are ill, on vacation, or otherwise absent for varying periods of time. The job holder will provide time and attendance (T&A) back-up and support of the office of assignment, as required. The formal supervisor is one of two Executive Assistants (EA) to the MD and Deputy Mission Director (DMD).

MAJOR DUTIES AND RESPONSIBILITIES (% OF TIME)

a. Driving Duties – 65%

Under the direct supervision of the Executive Assistant, and the general supervision of the Deputy Mission Director, the Chauffeur works in accordance with instructions and schedules provided by the Mission Director and/or the Mission Director's Executive Assistant. The Chauffeur operates the Director's vehicle within Kathmandu and throughout the country to provide transportation services to the Mission Director, the Deputy Mission Director and to other employees and visitors, including VIPs. The Chauffeur assumes primary responsibility for the assigned vehicle, and ensures the vehicle is clean and properly maintained in order to provide safe transportation services. The job holder observes appropriate courtesy and protocol while transporting passengers.

The Chauffeur assists the Mission Director in planning logistics for field trips. Researches destination points, and collects and shares pertinent information, such as the description of the site, projected travel time, road conditions, etc. with appropriate Mission and Embassy security personnel. Ensures adequate planning and safety considerations have been factored into trip schedules, and coordinates with the RSO as required. Exercises sound judgment in selecting routes to ensure passenger safety.

The Chauffeur ensures that preventive maintenance is performed on a regular basis. The Chauffeur reports malfunctions immediately, along with other problems that may arise in the performance of assigned functions.

The job holder maintains the vehicle in clean and serviceable condition and performs minor preventive maintenance. S/he performs first line repairs as needed, e.g. changing tires, checking batteries, adding liquids. Takes the vehicle to the service center for major repairs and makes sure that the vehicle is accurately serviced according to the manufacturer's recommendations. Submits request for vehicle maintenance and repair. Monitors all vehicle repairs done at the Mission garage and verifies that work done at outside repair shops is necessary and is done well. Monitors the records of the vehicle expendable supplies and replacement of these.

The Chauffeur maintains a high level of security awareness at all times to ensure that USG property is protected and that the Mission Director and/or other passengers are not endangered. The Chauffeur checks the underside of the vehicle and under the hood before starting the engine when the vehicle has been left unattended.

On an as-needed basis, provides chauffeur services on weekends and after-hours, within Kathmandu and elsewhere. As required, the Chauffeur may drive other USG vehicles, such as a pickup truck or lift van.

Maintains the Daily Log of Vehicle Usage and assists in preparation of vehicle reports. Follows security procedures, including selecting fastest and safest routes and maintains a high level of security awareness at all times. Reports vehicular accidents immediately to the direct supervisor and, in accordance with Mission procedures, completes all required paperwork to document

accidents; and, ensures that Police and the Insurance Company have all information required to complete their investigations/reports.

b. Administrative Duties – 35%

The job holder will be assigned to administrative duties (to an Office, Branch, or other Unit), with responsibility for providing the full range of administrative and clerical support to the organization staff. The job holder receives phone calls, sends and receives Emails and faxes, and arranges meetings and appointments at the request of the assigned organization’s staff with Mission, Host-Government, Implementing Partners (IPs), Non-Governmental Organizations (NGO), donor organizations, private-sector, and other contacts; arranges transportation as needed; and takes minutes at meetings when requested. The job holder maintains the organization Chief’s appointments based on a good knowledge of commitments, and maintains their calendar, reminding the Chief and others of meetings and appointments. The job holder takes messages in the absence of organization staff, directing callers to other staff members, or answering questions personally; receives and assists visitors, answers questions, or directs them to a staff member who can assist them; schedules meetings, and ensures that attendees are briefed or provided proper background material for meetings; and, participates in maintaining conference room schedules, in coordination with other Mission administrative staff.

The job holder uses computer and web-based word processing, spreadsheets, and software applications in the performance of a variety of assignments. Types a variety of correspondence, creates electronic trackers, develops charts, and prepares other documents in draft and final form, proof-reading for format and consistency with standard formatting requirements prior to submitting for signature. As required, the job holder locates documents routed for clearance, and obtains and tracks clearances and signatures.

The job holder establishes and maintains files according to standards set by the Mission Correspondence and Records (C&R) Technician in the Executive Office (EXO) and by USAID/Washington; and marks correspondence and other documents for filing, and files accordingly. The job holder reviews all correspondence prepared for signature, corrects errors by drafters and edits correspondence, and ensures that responding correspondence meets requirements posed by incoming correspondence to which it pertains. The job holder maintains and updates handbooks, operating procedures, and other documents, such as visitors’ lists, telephone listings, personnel rosters, and leave, travel, and training schedules.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. **Education:** Completion of Secondary Schooling is required.
- b. **Prior Work Experience:** A minimum of three years’ experience driving a motor vehicle as a professional Chauffeur with a diplomatic mission, international organization, or a similar organization is required. At least one year of experience performing administrative duties is required.
- c. **Post Entry Training:**
The Chauffeur will receive training in defensive driving maneuvers, and on-the-job training for USAID specific policies and procedures. The job holder will also 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.

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 III in English and Level IV in Nepali, both oral and written, is required.
- e. **Job Knowledge:**
Job holder must be familiar with Nepali traffic laws. Knowledge of the boundaries of various “go” and “no-go” areas of Kathmandu and the countryside is required. Knowledge of traffic patterns within Kathmandu is required. Thorough knowledge of road systems in Kathmandu and reasonable knowledge of other destination points in Nepal is required. Must be well-conversant with basic mechanics and vehicle maintenance procedures. Must be well-conversant with basic mechanics and vehicle maintenance procedures. Must know what to do in case of an emergency, taking into consideration safety of passengers and protection of U.S.G. property. Must be continually aware of potential hazards and should have the ability to take appropriate precautions accordingly. Must have a clean driving record.

The job holder should be familiar, or able to quickly become familiar with Mission responsibilities and activities, and possess a general knowledge of standard office procedures and practices. The job holder should have the ability to develop an understanding of USG file management, mail handling, and correspondence formatting.

f. Skills and Abilities:

Excellent defensive driving skills are required, as are strong interpersonal skills. The ability to deal tactfully with passengers and with other drivers in order to defuse and resolve difficult and potentially volatile situations that may arise during travel is required. Patience and persistence in interacting with working-level employees of governmental and non-governmental ministries/offices to obtain documents is essential. The ability to exercise sound judgment in selecting the most appropriate routes at any given time is required. The ability to complete incident reports accurately is required.

Mandatory Certifications: The Chauffeur must possess and retain a valid driver's license throughout the entire period of employment. Except for an occasional "fender bender," the Chauffeur is expected to possess and retain a clean driving record. Rescission of the driver's license by the Government of Nepal any time during the employment period will be grounds for immediate termination.

The job holder must be proficient in keyboarding and in operating computers with standard software, including Microsoft Word, Excel, PowerPoint, Outlook, and other software programs as designated. The job holder must be proficient in using the Internet and E-mail, and demonstrate the ability to perform administrative, secretarial, and clerical duties.

The job holder must have demonstrated experience fostering a work environment that promotes equity, diversity, and inclusion and that does not tolerate harassment, exclusion, or inequality.

POSITION ELEMENTS:

- a. Supervision Received:** The Chauffeur works under the direct supervision of the Executive Assistant and general supervision of the Deputy Mission Director. The Chauffeur works in accordance with instructions and schedules provided by the Mission Director and/or the Mission Director's Executive Assistant. The Executive Assistant in the Director's Office provides specific direction to assure conformance with USAID Mission Orders and other Mission policy and will prepare the annual performance evaluation. The Chauffeur and the Executive Assistant will mutually establish work objectives, with inputs from the Deputy Mission Director and Mission Director.
- b. Supervision Exercised:** The supervision of other USAID staff is not contemplated.
- c. Available Guidelines:** The Executive Assistant and Deputy Mission Director will provide the Chauffeur with clear guidance on overall objectives, priorities, and deadlines. Relevant operational guidance from USAID Handbooks, the ADS, and from other sources is available and will be explained. Nepali traffic law information if also available. In addition to oral and written instructions from the supervisor, guidelines include USAID Mission Orders, Administrative Notices, USG Regulations, and other guidance and directives from the Automated Directives System (ADS), USAID Fact Sheets, E-mails, and other standard operating processes sources.
- d. Exercise of Judgment:** Judgment is exercised in selecting the best and safest routes for each assignment. Must exercise judgment regarding the care and safety of the vehicle. Must use sound judgment in addressing tasks and responsibilities, and in setting work-related priorities. This is particularly important in dealing with working-level contacts within the Mission, Embassy, and with contractors, IPs, other donors, and host-government officials.
- e. Authority to Make Commitments:** There is no official commitment authority in this position. However, there are situations which normally arise in the conduct of the Chauffeur assignment where the job holder will be required to make administrative commitments, such as agreeing to be at a certain point at a certain time or to assure another Chauffeur will be at that location.
- f. Nature, Level, and Purpose of Contacts:** The job holder must be able to communicate effectively with Chauffeurs, Dispatchers, and Motor Pool Supervisors in the Embassy Motor Pool, the RSO, and the Marine guards at the Embassy. The job holder interacts with a range of individuals and must be able to deal with all levels. The job holder interacts on a daily basis with Mission employees, and routinely interacts with official visitors, some of whom may be VIPs, and with counterparts to USAID officials to whom transportation services are provided. Contacts will be maintained in person, by phone, or by written or electronic communication with Office and Mission staff, and with relevant senior Host-Government officials, private-sector representatives, and staff of other foreign donor institutions.
- g. Time Expected to Reach Full Performance Level:** One year.