

Major Duties and Responsibilities:

A. Telephone Operator Duties

1. Answers all incoming calls at the Mission's switchboard and puts through those intended for a particular individual or extension. In those instances where the telephone inquiry concerns a program, project, function or service, determines the precise nature of the inquiry and either puts through the call or calls the office or individual to obtain information on technical questions to relay to the caller. When an individual called is unavailable, ascertains whether another staff member can deal with the inquiry and, if so, puts the call through to that individual. At times, arranges for the caller to speak with a knowledgeable person at a subsequent time or day. Uses discretion at all times in filtering in coming calls and disseminating information.
2. On request, places local and long-distance, including international, telephone calls. Traces and locates individuals at the request of the all USAID staff for the purposes of official business. Maintains records of long-distance calls placed segregating by personal and official. Makes periodic reports to the supervisor on such calls.

B. Receptionist Duties

1. Greets visitors to the USAID building. Inquires as to which individual, Team or Office the visitor is seeking admission. When the staff member's name is not known, ascertains the function of the Mission member or the nature of the visitor's business. Phones the individual or office to which admittance is sought, or in the case of VIPs who would appropriately be directed to the Mission Director's or Deputy Director's office, phones the Director's Secretary who will escort the visitor.
2. Provides information to visitors who are unsure as to which staff member they want to see, on the organization, programs and/or functions of the Mission based on personal knowledge and the Mission directory. Phones the office or individual and arranges for escorts when permission for their entry is received.

C. Clerical Duties

1. As the back-up to the Administrative Assistant, types correspondence and certificates from rough draft or previous samples of documents when requested by Supervisor. Also prepares information lists such as internal extensions list, Partners contact list, hotels, Government of Paraguay contacts, phone tree, internal addresses, etc.
2. Receives all incoming correspondence. Passes official correspondence to the Director's Secretary and distributes personal letters to respective staff. Sends and receives faxes.

3. Places in country clearance draft into the electronic country clearance (ECC) request system as requested by the COTR, during the Administrative Assistant's absence or when requested by the Supervisor.
4. Makes hotel reservations and, through the contract travel agency, reconfirms airline reservations for visitors. Updates welcome kits.
5. Serves as backup to the Director's Secretary, and assists her in routine clerical matters such as maintaining the Director's working files and updating appointment schedules. Performs other miscellaneous related duties as assigned.
6. Serves as the office Selectone System (Alarm) switcher operator.