INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST	2. AGENCY	3a. POSITION NO.
U.S. Consulate General HCMC	Department of State	A710-25

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ **Yes** ☐ **No** 2 positions: A710-23 & A710-24

4. REASON FOR SUBMISSION

☐ a. Reclassification of duties: This position replaces

Position No. _____ , _____ (Title) _____ (Series) _____ (Grade)

☒ b. New Position

c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date
a. Post Classification Authority	**Education Advisor, FSN-6005**	8		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION *(if different from official title)*
Education USA Advisor

7. NAME OF EMPLOYEE

8. MISSION
Consulate General Ho Chi Minh City

b. Second Subdivision
Education

a. First Subdivision
Public Affairs Section (PAS)

c. Third Subdivision

9. This is a complete and accurate description of the duties and Responsibilities of my position.

Typed Name and Signature of Employee _____ Date(mm-dd-yy) _____

10. This is a complete and accurate description of the duties and Responsibilities of this position.

Typed Name and Signature of Local Supervisor _____ Date(mm-dd-yy) _____

11. This is a complete and accurate description of the duties and Responsibilities of this position. There is a valid management need for this position.

Typed Name and Signature of American Supervisor _____ Date(mm-dd-yy) _____

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of Admin or Human Resources _____ Date(mm-dd-yy) _____

13. BASIC FUNCTION OF POSITION

Under the direct supervision of the Senior Education Advisor, and the indirect supervision of the Public Affairs officer (PAO), incumbent provides accurate, comprehensive, current information, advice, and counseling on educational opportunities in the USA for groups and individuals. Student advising initiatives take the form of individual and group sessions, as well as advising for walk-ins and via phone and e-mail. Incumbent guides prospective undergraduate and graduate students to select appropriate colleges and universities and to inform them about US admissions and financial aid processes. The advisor serves as information source on Vietnamese education system, and a point of contact for, US admissions officers, the Consulate General community, and others engaged in the field of international education. Incumbent works with other USG agencies and organizations as well as local government officials to provide information on US study.

14. MAJOR DUTIES AND RESPONSIBILITIES **% OF TIME**

1. Student Advising **Percentage 50%**

As an Education Advisor, the incumbent is responsible for student advising for individuals and groups, walk-ins, and questions visa phone, and e-mail. The advisor is responsible for helping students and parents navigate US school choice, admissions, essay writing, standardized testing, and financial aid; in so doing, the advisor must accurately analyze the student's wants, needs, and abilities. Incumbent is expected to be familiar with US higher education policies and practices, and independently work to maintain an up-to-date knowledge inventory.

2. Marketing and Technology **Percentage 30%**

Incumbent supports the use of technology to enhance EducationUSA advising functions, including web chats, virtual fairs and videoconferencing. Incumbent will create ways to promote "study in the US" maximizing cost-efficiency through the use of social media and other cost-effective tools. Incumbent will design posters, flyers and templates for EducationUSA public events, including EducationUSA quarterly newsletter and powerpoint presentations. Incumbent will take the lead in incorporating "Student life in the U.S." videos into EducationUSA outreach activities.

3. Contact Work **Percentage 10%**

In carrying out public outreach in Ho Chi Minh City as well as the entire consulate district, incumbent will help establish and maintain friendly contact with local officials, including (but not limited to) those in the local External Relations Offices, Departments of Education and Training, city and provincial officials, university deans and rectors, members of the Department of International Relations at various universities, principals of high schools, etc. Incumbent will maintain contact with Educational and Cultural Affairs/Regional Educational Advising Coordinators and advisors within the Education USA network/or with Educational Cultural Affairs /Regional Educational Advising Coordinators and other Education advisors.

4. Management **Percentage 10%**

Incumbent assists Senior Advisor in managing the Education USA Center within the American Center (AC). This includes updating and organizing material resources, including books, periodicals, CD-ROMS, and Education USA Center promotional items and equipment.

**Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

University degree in information technology, public relations, strategic marketing, or in the field of liberal arts is required.

b. Prior Work Experience

At least three years of work experience in event management, marketing, educational field or international higher education; Extensive experience in the customer service required

c. Post Entry Training

Program of professional development training opportunities established through REAC Regional Educational Advising Coordinator and Educational and Cultural Affairs; certification as Education advisor. Membership in National Association for Foreign Student Affairs: Association of International Educators (NAFSA).

d. Language Proficiency: List both English and host country language(s) by level and specialization.

Level IV (Fluent) Speaking/Reading/Writing of English is required.
Level IV (Fluent) Speaking/Reading/Writing of English is required.

e. Knowledge

Familiarity with and current knowledge of Vietnamese and American educational systems. Knowledgeable about both U.S. and Vietnamese secondary and post-secondary educational systems. Up-to-date knowledge of U.S. undergraduate and graduate admissions processes and requirements, including financial aid and credentials evaluation. Current knowledge about relevant information resources including education systems, testing, and U.S. laws and regulations governing international students. Knowledge of diversity of types of US colleges and universities, the complexities of standardized testing, and of financial aid requirements for international students and of educational options in the US. Thorough grasp of political, economic, and social trends in both Vietnam and the U.S.

f. Skills and Abilities

Advanced understanding of promotional and marketing/communications campaign strategies, especially in the Vietnamese context. Strong interpersonal skills, including written and oral communication skills and public speaking skills. Must have well-developed interviewing, counseling, problem solving and analytical skills necessary to accurately assess a prospective student's requirements and abilities, and find and convey appropriate information to them. Abilities include analytical ability, intellectual curiosity, initiative and resourcefulness. Must be able to coordinate with supervisor in executing programs and on future planning. Cultural sensitivity, computer and internet research skills, training skills, and management skills are also essential to the position.

16. POSITION ELEMENTS

a. Supervision Received

Works under direct supervision of the Senior Education Advisor, and the indirect supervision of the PAO. Receives additional support and guidance (as needed) from the REAC Regional Educational Advising Coordinator.

b. Supervision Exercised

Responsible for the development of educational plans for individual students. Backs up supervisor in organizing educational workshops and conferences.

c. Available Guidelines

Guidance and procedures, as well as ethical standards, issued by Office of Global Educational Programs (Educational and Cultural Affairs, various international and higher education organizations and NAFSA: Association of International Educators. Educational and Cultural Affairs manual, "Advising for Study in the United States."

d. Exercise of Judgment

Exercises judgment within the realm of educational advising and in communication with education officials in Vietnam and the United States. Avoids any appearance of favoritism towards students or bias toward particular colleges and universities. Adheres to "Principles of Ethical Practice in Overseas Educational Advising."

e. Authority to Make Commitments

Backs up supervisor regarding budget of educational advising materials and marketing campaigns.

f. Nature, Level and Purpose of Contacts

Contact with prospective students, parents, secondary school teachers and principals, university professors and administrators, U.S. admissions and international student officers, State Department staff in Vietnam and Washington, officials from U.S. and Vietnamese educational organizations and institutions for the purpose of

exchanging information, managing programs, determining needs and resolving problems. Develops ties with local Ministry of Education and Training officials.

g. Time Required to Perform Full Range of Duties after Entry into the Position

Six months from date of entering the position.