



AMERICAN EMBASSY, COLOMBO

Assistant Mailroom Supervisor (Female/Male)

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

The Assistant Mailroom Supervisor manages unclassified pouch and diplomatic mail operations at the U. S. Embassy mailroom. The incumbent serves as a back-up or second local liaison with airport authorities, and mail handling contractors on routine matters. Engages with customers daily. Responsible for transportation, safeguarding, receipt, and delivery of all incoming and outgoing diplomatic post office mail and unclassified diplomatic pouches

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

The monthly gross salary for this position will be USD 464

[LE Staff salaries are denominated in U.S. Dollars and will be paid in Sri Lankan Rupee at the going rate of exchange each pay period. The official exchange rate for May 15, 2023, is 1 USD = 313.00 LKR. This is a temporary revision and should not be assumed as an acquired right]

Qualifications Required:

- 1. Education** - Completion of secondary school (G.C.E. O/L- Candidate must have passed 6 subjects including Mathematics and possess distinctions or credits for at least 3 subjects) is required. *(Candidate must attach copies of relevant educational certificates)*
- 2. Prior Work Experience** - Minimum of two years of external or internal customer service experience where tasks included problem solving and mail handling, or other related experience *(Candidate must attach copies of relevant service certificates)*
- 3. Language Proficiency** - Level III (Good Working Knowledge) Speaking/Reading/Writing English is required *(This will be tested)*
Level III (Good Working Knowledge) Speaking/Reading/Writing Sinhala/Tamil is required
- 4. Job Knowledge** - Knowledge of standard office practices, and of local post offices, airport, train facilities, airline schedules, and local courier systems and customs regulations.
- 5. Skills and Abilities** -
 - Excellent interpersonal and customer service skills, including ability to calmly handle customer complaints up to the Executive level
 - Strong computer skills including typing skills and accurate data entry into web applications, with knowledge of the Microsoft Office Suite (Excel, Word, and Outlook)
 - Must be willing to work flexible hours, if required
 - Must be able to lift 32 Kg and safely move up to 114 Kg with assistance from coworkers or use of mechanical devices
 - Must know and abide by occupational safety standards to protect self and others while lifting, moving, or performing official duties
 - Must have a valid, current class "B" (formerly class "C", "C1") driver's license for all cars/dual purpose vehicles and acceptable safety record in prior driving experience. *(Driving skills will be tested). Candidate must attach a clear copy of the relevant driving license (both sides)*

How to Apply:

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

Required Documents:

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

- Relevant Educational Certificates
- Relevant Service/Work Experience Certificates
- Driver's License
- Proof of citizenship (National Identity Card/Passport and/or Work Permit)

PAPER OR E-MAILED APPLICATIONS ARE NOT ACCEPTED

Your application should reach us **on or before May 31, 2023**

Please note, only shortlisted candidates will be contacted.