

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post Madrid, Spain	2. Agency U.S. Commercial Service	3a. Position Number 327001 100611
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3b. Subject To Identical Positions? Agencies May Show The Number Of Such Positions Authorized And/Or Established After The "Yes" Block.
 Yes No

4. Reason For Submission
 a. Re-description of duties: This position replaces
 _____ (Position No). 100611, (Title) Administrative Asst (Series) 105 (Grade) 08
 b. New Position
 c. Other (explain) _____ Position Vacancy and change of duties

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority RSC Frankfurt	Commercial Assistant, 1510	8	CWJ	10-01-2020
b. Other				
c. Proposed by Initiating Office	Commercial Assistant	FSN-8		

6. Post Title Position (if different from official title)	7. Name of Employee
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8. Office/Section FCS	a. First Subdivision
b. Second Subdivision	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 Supervisor Date(mm-dd-yy)
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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. _____ Name and Signature of Section Chief or Agency Head 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 HRO Date(mm-dd-yy)
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13. Basic Function Of Position

Incumbent reports directly to the Senior Commercial Officer (SCO) and Deputy Senior Commercial Officer (DSCO). The incumbent is responsible for providing senior specialized clerical, informational and related support services in promoting U.S. trade objectives in Spain, in particular, to assist carrying out client-driven core FCS programs and services, including: researching, writing, contact developing, and trade event assignments of moderate scope and difficulty. Specifically, incumbent assists Commercial Specialists in working with U.S. firms to develop and implement market entry and expansion strategies, undertakes in-depth market research, reporting complex information in concise, readable formats to clients and, as necessary, in support of high-level Department of Commerce (and possibly other agency) officials. Employee assists Commercial Specialists in creating trade promotion opportunities bringing U.S. and Spanish business representatives together for discussions and projects. Analyzes market trends and evaluates research for Commercial Specialists. Maintains working- to mid-level contacts in key industry sectors and with relevant government entities in Spain. Employee assists Commercial Specialists in advising U.S. clients on Spanish laws and regulations as they affect trade and investment opportunities. Tracks client satisfaction by seeing that participation agreements for CS services are cleared in the system and generates export WIN reports resulting from counseling and trade promotion activities. Maintains client records in Salesforce. Meets

WINs, Client Assists, and Commercial Diplomacy targets as assigned annually. Provides guidance to contractors. The incumbent is responsible for handling event management and logistics in coordination with Commercial Specialists. Employee assists the Senior Commercial Officer and Deputy Senior Commercial Officer with administrative tasks and office management.

14. Major Duties and Responsibilities

% of Time

Under the general supervision of a Commercial Officer and primarily in respect of core FCS programs and events, the incumbent will be assigned responsibilities such as the following typical situations or equivalent:

Business Matchmaking and other CS Products and Services

25%

Responsible for assisting Commercial Specialists in the identification of distributors, representatives or partners under the unique standardized Foreign Commercial Service (FCS) programs, such as, but not limited to, matchmaking programs, due diligence on foreign parties, and in-country promotion of products or services as described in detail by the most current Foreign Commercial Service User Fee Policy. Undertakes these as requested but also makes recommendations to companies on which Commercial Service products and services best meet their needs. Makes business appointments according to the client's marketing objectives. Serve as the primary point of contact for student briefing inquiries. Provide price guidelines, Participation Agreement guidance, logistical guidance to school/USEAC, secure proper venue, submit security access requests, escort the group on day of the briefing.

Trade Events

25%

Assist at trade events (trade missions, exhibitions, seminars, Single Company Promotions, videoconferences, etc.), helping in organizing logistics and event/meeting schedules; preparing promotional materials, basic market reports and briefing materials; assisting contractors; staffing the business information office; and collecting end-of-show reports. Prepare market overview reports of industry sectors for trade mission delegates, with emphasis on specific projects and business opportunities. After events, assist in follow-up activities, such as responding to trade leads, entering new contacts into Salesforce, etc. Encourage U.S. firms introducing their products/services in the local market by helping organize projects and activities such as Single Company Promotions, trade exhibitions, seminars, webinars.

Administration

25%

Tracks client satisfaction by seeing that participation agreements for CS services are appropriately cleared and generates export WIN reports resulting from counseling and trade promotion activities. Maintains client records in Salesforce. Assist in all non-financial and non-travel (except Out of Town Locators) aspects of office management, including planning meetings and maintaining the Office calendar. Responsible for office management. Arrange appointments for SCO, DSCO, and high-level official visitors with counterparts in the Spanish government and/or industry. Manage relevant eCC requests and advise DSCO. Prepare Time and Attendance reports for CS Spain LES. Coordinate the planning for vacations and regular daily work schedules to ensure adequate coverage of staff in the office. Primary coordinator for updating and entering CS Spain's 4th of July reception guests into the contacts database. Provide written translations for SCO/DSCO as requested. Perform duties as assigned by SCO/DSCO.

Research & Development

15%

Develop data and prepare concise, useful and timely reports (many of which involve independent analyses) relating to targeted industry sectors, including Spanish policies and regulations regarding importation of products and prospects for U.S. export sales. Prepare and analyze, from published sources and outside contacts in business and government, data on Spain's import market. Complete commercial reports as assigned, including, but not limited to, International Company Profiles (ICP) and market information that may be required for trade show participation, client services, etc. by collecting and making preliminary analyses of statistical data derived from published and unpublished sources and by interviewing local manufacturers, importers, distributors, and related sources to obtain required basic information; formulate and annually update the CS Spain Country Commercial Guide.

Business Development & Outreach

10%

Under the guidance of Commercial Specialists, in charge of identifying business opportunities for U.S. goods and services in Spain; establishing and maintaining relationships with local government officials, state and private companies, importers and trade associations in targeted industry sectors for this purpose. Respond to trade inquiries from U.S. firms, agents, and trade associations, counseling U.S. clients on marketing strategies, opportunities, challenges, risks, common business practices, and other related matters to help promote U.S. exports to the local market. Prepare replies to trade inquiries from the Office's general in-box.

General

May be responsible for the following: types a variety of material, including involved statistical tables from rough drafts; computer operation; recording or retrieving information in the Commercial Service Customer Management Service software; and checking data for accuracy.

**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

A bachelor's degree or host country equivalent in economics, ~~English~~, accounting, marketing, international trade, business administration, ~~or other closely related field~~ is required.

b. Prior Work Experience

Two years of general business or marketing experience is required.

c. Post Entry Training

On-the-job training.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (*sp.read*).

English level ~~3X~~ 4

Spanish level ~~3X~~ 4

e. Job Knowledge

A standard working knowledge of local business firms, trade practices, organizations and customs.

f. Skills and Abilities

Tact in dealing with the public. Ability to carry out assigned duties with minimum supervision. Good computer skills. Ability to maintain working level contacts with service providers in the host country. Ability to obtain and organize data, to prepare accurate and precise reports, and to know when to seek higher level assistance. Strong organizational and planning skills; initiative and good judgment in working independently; high level interpersonal skills; attention to detail and proficiency in MS Office.

16. Position Elements

a. Supervision Received

Works under general supervision of an American officer. Must work within a moderate degree of independence. Can represent the Commercial Section in a wide but limited area of visits and inquires.

b. Supervision Exercised

None

c. Available Guidelines

Various SOPs and internal instructions, FAM's, Standardized Regulations, etc.

d. Exercise of Judgment

Must exercise sound judgment in prioritizing and disseminating action requests and to ensure that applicable practices are followed.

e. Authority to Make Commitments
None

f. Nature, Level, and purpose of Contacts
Daily contact with Embassy personnel and outside working-level contacts.

g. Time Expected to Reach Full Performance Level
From six months to one year.