

Vietnam

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About

Announcement Number: HANOI-2023-46
Hiring Agency: Embassy Hanoi
Position Title: Public Engagement Assistant (Professional Exchanges) (All Interested Applicants)
Open Period: 06/29/2023 - 07/13/2023
Format MM/DD/YYYY
Vacancy Time Zone: GMT+7
Series/Grade: LE - 6510 8
Salary: USD \$16,364 /Per Year
Work Schedule: Full-time - 40 hours per week.
Promotion Potential: LE-8

Duty Location(s): 1 in Hanoi, VM
Telework Eligible: No
For More Info:  HR Section
 84-24-38505000/5136
 HanoiHR@state.gov

Overview

Hiring Path: • Open to the public
Who May Apply/Clarification From the Agency: Open to: All Interested Applicants
For USEFM - FP is 06. Actual FP salary determined by Washington D.C.
Security Clearance Required: Public Trust - Background Investigation
Appointment Type: Permanent
Appointment Type Details: Indefinite subject to successful completion of probationary period
Marketing Statement: We encourage you to read and understand the [Eight \(8\) Qualities of Overseas Employees](#) before you apply.
Summary: The work schedule for this position is:

- Full-time 40 hours per week.

Start date: Candidate must be able to begin working from 45 days to 90 days of receipt of agency authorization and/or clearances/certifications or their candidacy may end.

Supervisory Position: No
Relocation Expenses Reimbursed: No

Duties

The Professional Exchanges Coordinator works under the direct supervision of the Established Opinion Leaders (EOL) Specialist or Public Affairs Officer (PAO) designee, and has no supervisory responsibilities. The incumbent will coordinate the Mission's exchange programs for EOL audiences, including individuals and organizations such as think tanks, professional associations, civil society organizations, and academic institutions. With the EOL Alumni Coordinator, the incumbent will design, plan, and implement a broad range of activities to maintain contact with alumni of EOL activities and initiatives.

Qualifications and Evaluations

Requirements: EXPERIENCE: A minimum of three years of progressively responsible experience in a multilingual, multicultural or multinational, academic or governmental work environment, with project management, communications, or education duties as a significant part of the job.

JOB KNOWLEDGE:

Detailed understanding of the full range of Public Diplomacy (PD) tactics and tools designed to engage EOL audiences, and general knowledge of cross-cultural communications, are required.

Detailed understanding of exchange programs including the academic programs, citizen exchanges, journalism tours, speaker programs, etc., and their regulations and practices is required.

Must have general knowledge of Department of State (DOS) standards for project management, including defining project objectives, outcomes, and assessment methods.

A thorough understanding of the attitudes and preferences of EOL audiences in Vietnam, including regional, ethnic, social, cultural, linguistic, and other factors and institutions that shape the attitudes, is required. Detailed knowledge of Vietnamese higher education, business, and professional exchanges programs is required.

Knowledge of typical customer service and marketing tools designed to engage specific audience segments, particularly the EOL sector, in Vietnam is required. Knowledge of latest trends in audience engagement in related public service institutions such as think tanks, academic institutions, professional training institutes, and government is required. Understanding of the complex and changing nature of the information environment, including current trends in international and regional communications as they relate to the Vietnamese communication landscape, is required. Must be familiar with digital practices and procedures used by or influential with the Vietnamese EOL sector.

Education Requirements: University degree in international relations, international trade, communications, English, economics/business, education, or local equivalent is required.

Evaluations: LANGUAGE:

Fluent in Speaking/Reading/Writing English is required. **(This will be tested.)**

Fluent in Speaking/Reading/Writing Vietnamese is required.

SKILLS AND ABILITIES: Must have:

Analytic skills: Must have strong analytic skills and the ability to conceptualize how best to use PD tools to move Vietnamese attitudes in positive ways. Must be able to advise senior leaders of opportunities to promote Mission objectives through exchanges to and from the United States; identify, analyze, predict, and continually assess EOL audience attitudes; assess the impact of exchanges and alumni activities projects; and modify approaches for best outcomes. Must be able to evaluate influence of differing EOL individuals and institutions, and adjust operations and programming accordingly.

Communication/Interpersonal skills: Must have excellent customer relations, interpersonal, and cross-cultural communication skills, and be able to identify and engage key figures critical to shaping local public opinion. Must have excellent written and oral communication skills, including public speaking, interviewing for evaluation purposes, writing reports, and contributing material for publication in English and Vietnamese; must be able to tailor communications to fit different situations and ethnic, religious, and linguistic cultures. Must be able to brief on a variety of issues and interpret informally between English and Vietnamese for public programs.

Management skills: Strong management skills are required, including the ability to develop and oversee project budgets and to organize, run, and present professional and exchange projects such as workshops, seminars, digital and in-person conferences, panel discussions, and lectures. Must be able to negotiate agreements with partner institutions and manage their fulfillment.

Technical skills: Good keyboarding and data entry skills and excellent familiarity with electronic discovery tools, in particular the internet, and standard information retrieval practices and procedures are required. Thorough, detailed knowledge of various computer software programs, specifically Microsoft Word, Excel, graphic design and photo editing software, and PD-specific software, databases, and reporting tools

is required. Must be able to use social media and mobile platforms, photo and video sharing sites, podcast creation, and basic photo and video tools. Must have good numerical skills to develop and manage projects and monitor grant budgets; must be able to develop descriptive statistical analysis of target audience segments and impact of EOL exchanges activities and initiatives.

Availability: Must be available to travel throughout Vietnam to support professional exchange projects and activities.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

Qualifications: All applicants under consideration will be required to pass medical and security certifications.

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Benefits and Other Info

Benefits:

Agency Benefits: Locally Employed Staff working at the U.S. Mission in Vietnam will receive the following allowances and benefits in addition to the annual basic salary listed above.

1. Allowances:

- Unique Conditions of Work Allowance: 7% of Annual basic salary (subject to review every two years).

- Miscellaneous Benefits Allowance: US\$1,000 per annum

2. Benefits

- Tet Bonus - one-month basic salary

- Merit Based Compensation - annual salary increase based on performance

- Annual leave - 120 hours per year and the annual leave hours will increase every five years of creditable service according to local labor law

- Sick leave according to local labor law

- Family leave - up to 5 days and other special leave as stipulated in the local labor law

- Invest in yourself - 1 workday

- American and Vietnamese holidays up to 21 days per year

- Contribution to mandatory insurances according to Vietnam's Government law and regulation including social insurance, health insurance and unemployment insurance

- Supplemental Health Insurance that the U.S. Mission covers 90% of the premium for employees and each eligible family member

- Mission cash award for outstanding performance

- Training opportunities abroad, in-country, on-the-job and online sources for professional career development

For EFM's, benefits should be discussed with the Human Resources Office.

The pay plan is assigned at the time of the conditional offer letter by the HR Office.

Other Information: HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

1. AEFM / USEFM who is a preference-eligible U.S. Veteran*

2. AEFM / USEFM

3. FS on LWOP and CS with reemployment rights **

* IMPORTANT: Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of their most recent DD-214 ("Certificate of Release or Discharge from Active Duty"), Letter from Veterans' Affairs which indicates the present existence of a service-connected disability dated within the past six months, equivalent documentation, or certification. A "certification" is any written document from the armed forces that certifies the service member is expected to be discharged or released from active duty service in the armed forces under honorable conditions within 120 days after the certification is submitted by the applicant. The certification letter should be on letterhead of the appropriate military branch of the service and contain (1) the military service dates including the expected discharge or release date; and (2) the character of service. Acceptable documentation must be submitted in order for the preference to be given.

** This level of preference applies to all Foreign Service employees on LWOP and CS with re-employment rights back to their agency or bureau.

For more information (i.e., what is an EFM, USEFM, AEFM, MOH, etc.?) and for additional employment considerations, please visit the following [link](#).

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How to Apply

How to Apply: All candidates must be able to obtain and hold a public clearance.

To apply for this position, click the "Apply to this vacancy" button at the header of this page. Position description and guidance on how to apply are available on the Mission internet site: <https://vn.usembassy.gov/embassy-consulate/embassy-consulate-jobs/>

Required Documents: In order to qualify based on education, you MUST submit the requested diploma and / or transcripts as verification of educational requirement by the closing date of this announcement. Failure to provide requested information, or the information is insufficient to verify eligibility, may result in disqualification for this position.

All Applicants

* University Degree

* Proof of Citizenship (Vietnamese ID or Passport)

Eligible Family Member Applicants:

* Copy of Sponsor's Orders/Assignment Notification (or equivalent)

* Copy of passport

* DD-214 - Member copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable)

* SF-50 (if applicable)

Next Steps: Applicants who are invited to take a language or skills test, or who are selected for an interview will be contacted via email or phone.

Thank you for your application and your interest in working at the U.S. Mission in Hanoi, Vietnam.

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