

Vacancy Details

APPLY TO THIS VACANCY

VIEW ELIGIBILITY QUESTIONS

VIEW EDUCATION AND EXPERIENCE

VIEW VACANCY QUESTIONS

EMAIL TO A FRIEND

PRINT VACANCY

- Overview
- Duties
- Qualifications & Evaluations
- Benefits & Other Info
- How to Apply

About

**Announcement Number:** HANOI-2024-03

**Hiring Agency:** Embassy Hanoi

**Position Title:** Public Engagement Assistant (Professional Exchanges)- All Interested Applicants / All Sources

**Open Period:** 02/22/2024 - 03/07/2024  
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, Monday to Friday. Definite not to exceed six (6) months.

**Promotion Potential:** LE-8

**Duty Location(s):** 1 in Hanoi, VM

**Telework Eligible:** No

**For More Info:**  HR Section  
 84-24-38505000 Ext: 5127  
 HanoiHR@state.gov

Overview

**Hiring Path:** • Open to the public

**Who May Apply/Clarification From the Agency:** Open to: All Interested Applicants/All Sources  
For USEFM - FP is 06. Actual FP salary determined by Washington D.C.

**Security Clearance Required:** Public Trust - Background Investigation

**Appointment Type:** Term appt, NTE 13 mos

**Appointment Type Details:** Definite not to exceed six (6) months.

**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, Monday to Friday.

**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  
Not Required

**Travel Required:**

Duties

Incumbent of this position will work under the direct supervision of the Public Engagement Specialist (Education Policy) or Public Affairs Officer (PAO) designee and has no supervisory responsibilities. The incumbent will provide policy direction and coordinate oversight of Public Diplomacy (PD) activities to implement the two-way Fulbright program and other engagement for Established Opinion Leader (EOL) audiences. The incumbent will manage the program cycle countrywide for Fulbright categories in Vietnam, including outbound, inbound, and non-traditional programs. The incumbent will be responsible for recruitment, screening applications, organizing interviews and pre-departure orientations, and serving as point of contact and program support for both American and Vietnamese Fulbright program participants, work with American implementing partners and Vietnamese host institutions to coordinate academic and social support for Fulbright participants as they undertake teaching and research responsibilities in their respective host countries. Under the policy direction of the Public Engagement Specialist (Education Policy) or PAO designee, the incumbent will design, plan, and implement outreach to Vietnamese academic institutions and government partners to promote the Fulbright program and attract a large and diverse pool of Vietnamese applicants. The incumbent will work with PD colleagues at Consulate General Ho Chi Minh City as they identify partner institutions and provide input into U.S. Fulbright programs in their region. The incumbent will work with the EOL Alumni Coordinator to design, plan, and recommend a broad range of activities to maintain contact and support Mission engagement with Fulbright alumni. The incumbent will serve as Grant Officer Representative (GOR) for projects and initiatives related to portfolio.

[Back to top](#)

Qualifications and Evaluations

**Requirements:** **EXPERIENCE:** At least 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:** Must be/must have:

A thorough understanding of the attitudes and preferences of EOL audiences in Vietnam, including regional, social, cultural, linguistic, and other factors and institutions that shape the attitudes.

Detailed knowledge of Vietnamese higher education, business, and professional exchange programs.

Knowledge of typical customer service and marketing tools to engage specific audience segments, particularly the EOL sector, in Vietnam.

Knowledge of latest trends in audience engagement in related public service institutions such as think tanks, academic institutions, professional training institutes, and government.

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.

Be familiar with digital practices and procedures used by or influential with Vietnam’s EOL sector.

**Education Requirements:** University degree in business, international trade, international relations, education, communications, English, 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/must be:

Analytic skills: Strong analytic skills and the ability to conceptualize how best to use PD tools to move Vietnamese attitudes in positive ways. Able to advise senior leaders of opportunities to promote Mission objectives through exchanges to 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 the influence of differing EOL individuals and institutions and adjust operations and programming accordingly.

Communication/Interpersonal skills: Excellent customer relations, interpersonal, and cross-cultural communication skills, and be able to identify and engage key figures critical to shaping local public opinion. Excellent written and oral communication skills, including public speaking, interviewing for evaluation purposes, writing reports, and contributing material for publication in both English and Vietnamese; Able to tailor communications to fit different situations and ethnic and linguistic cultures. 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 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 Fulbright activities and initiatives.

Availability: Must be available to travel throughout Vietnam to support Fulbright 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.

[Back to top](#)

## 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 for FSN-09 and below, and US\$3,000 per annum for FSN-10 and above.

**2. Benefits**

- 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
- American and Vietnamese holidays up to 21 days per year
- Invest in yourself - 1 day
- Contribution to mandatory insurances according to Vietnam's Government law and regulation including social insurance, health insurance and unemployment insurance
- Training opportunities abroad, in-country, on-the-job and online sources for professional career development

For EFMs, 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](#).

[Back to top](#)

## 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. For more information on how to apply visit the Mission internet site: <https://vn.usembassy.gov/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 (required)

\* Proof of Citizenship (required)

\* Other Document (optional)

**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.

For further information - the complete position description listing all of the duties, responsibilities, required qualifications, etc. are posted with the vacancy announcement on the U.S. Mission internet website: <https://vn.usembassy.gov/jobs/>. You may also contact the Human Resources Office via [HanoiHR@state.gov](mailto:HanoiHR@state.gov) to obtain it.

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

[Back to top](#)