



# VACANCY ANNOUNCEMENT

FY18-36

The Official Residence Staff is looking for a full-time (m/f)

## Residence Manager

for one of its official residences in Uccle

### Major Duties and Responsibilities

The Residence Manager has responsibilities regarding staff, the residence, its grounds and calendar, accounting and organization. Duties include but are not limited to:

#### **Staff:**

Supervises the staff, counsels them when problems arise and maintains good morale in the residence. Monitors time and attendance. Sets up a service schedule (shift schedule) for the residence staff on a weekly basis as well as for additional waiters, kitchen help and additional cooks. Provides instructions to the Cook for upcoming events and to the Butler on luncheon, dinner and reception arrangements. Works cooperatively within the Brussels Tri-Mission Chief of Mission residence community to accomplish the mission.

Checks with the Butler on the proper execution of staff jobs and inspects inventories, wine cellar, and linen closets. Recruits, coordinates, and manages additional waiters for representational events.

#### **Residence Calendar:**

Checks daily with the Ambassador, his/her spouse, and the U.S. Mission to EU (USEU) Front Office staff to determine the Ambassador's needs, to schedule appointments, and act as interpreter. Acts as liaison between the Ambassador's Residence and the USEU Front Office and Protocol Office.

Works with the Ambassador or his/her spouse and the Protocol Office on guest lists, table seatings and special food requests (vegetarian, dietary plans) and does most of the non-food shopping for the Residence (ordering and buying flowers, etc.)

#### **Organization/Maintenance of Residence:**

Works with the Tri-Mission Joint Administration Service (JAS) personnel as well as USEU Management staff to schedule and oversee contracts that perform both routine maintenance and/or repairs and modifications work at the Residence. Proactively identifies and takes the initiative to recommend to JAS and Management staff any needed improvements, repairs, and maintenance at the Residence,. Works with the Security Office and local guard force on security issues and entrance passes for visitors.

**Accounting/Vouchering:**

Maintains the financial records of the Residence (official as well as representational funds), prepares vouchers, and replenishes petty cash fund to carry out duties (i.e., shopping for food, cleaning materials, flowers, etc.).

**Qualifications Required for Effective Performance**

**Education:** College education with vocational training in office/hotel administration.

**Work Experience:** Minimum 5 years' experience in a similar position in a hotel or similar institution.

**Language skills:** Good working knowledge (level III) of English and French or English and Dutch.

**Abilities and Skills:** A basic knowledge of bookkeeping and Human Resources practices and Belgian as well as American protocol policies is required. Must have good diplomacy and interpersonal skills, supervisory skills, and must be flexible and able to manage a household staff and staff with a quickly changing agenda.

**Position Elements**

**Supervision Received:** By the Ambassador and/or the Ambassador's spouse.

**Exercise of Judgment:** Must have wide latitude in managing a large household; duties are performed independently with little or no supervision.

**Supervision Exercised:** All household staff.

*Applications need to be submitted through the website of the U.S. Embassy:*

*<https://be.usembassy.gov/embassy/jobs>. This position is open until filled.*

*Applicants who are not invited for an interview and/or test may assume that their application has not been retained for this particular position.*

*Note: The selected candidate will be a personal employee of the U.S. Ambassador to the European Union, not an employee of the U.S. Government.*