

Solicitation No. 486-10-034 for U.S. Citizens Personal Service Contractor, Asia Regional Training Center (ARTC) Coordinator, USAID/RDMA, Bangkok, Thailand

1. SOLICITATION NUMBER: 486-10-034
2. ISSUANCE DATE: September 03, 2010
3. CLOSING DATE/TIME SPECIFIED FOR RECEIPT OF APPLICATIONS: September 16, 2010
4. POSITION TITLE: Asia Regional Training Center (ARTC) Coordinator
5. MARKET VALUE OF POSITION: GS-13 (ranging from \$71,674 - \$93,175 annually). Salary to be paid within this grade will depend on experience, qualifications, and salary history. The standard compensation package also includes a contribution for life and health insurance and a contribution to FICA.
6. PERIOD OF PERFORMANCE: To start on/about October/November 2010 for a period of two years with the possibility of extensions. Extension will depend on the need for continuation of such service, availability of funds, satisfactory performance, and the needs of the USAID/RDMA mission. Applicant must be available for a minimum of 18 months to apply.
7. PLACE OF PERFORMANCE: Bangkok, Thailand
8. JOB DESCRIPTION:
 - A. Position Title: Asia Regional Training Center (Coordinator)
 - B. Organizational location of the position: Regional Executive Office, USAID/Regional Development Mission Asia, Bangkok, Thailand
 - C. Supervision: The ARTC Coordinator is directly supervised by the U.S. PSC Assistant Executive Officer at USAID/RDMA
 - D. Introduction and Background:

The U.S. Agency for International Development, Regional Development Mission Asia (USAID/RDMA) is establishing, in conjunction with the Department of State (DOS), the Asia Regional Training Center (ARTC), Bangkok. The purpose of the ARTC will be to provide a variety of courses to meet the increased training requirements for USAID and the DOS employees and to reduce the costs to the US Government (USG) by providing courses in the region as opposed to traveling staff to Washington, DC. The ARTC will be an extension of USAID/OHR/TE (USAID/Washington's training division) in presenting classes that are contracted for in USAID/W and then held in Bangkok to reduce travel time and save US government funds for students. The ARTC will also host a variety of USAID/W Bureau sponsored trainings and conferences, again to reduce travel time and save USG funds for attendees. All training and conference coordination will be handled directly between the hosting entity and the ARTC Coordinator.

The ARTC will have six full time USAID staff dedicated to the operations and one part time staff with an ARTC focus (procurement specialist), to operate and support the ARTC. The ARTC will be under the daily supervision of a USPSC local hire ARTC Coordinator who will report directly to the Assistant Executive Officer and ultimately to the Supervisory EXO of USAID/RDMA. The ARTC Coordinator will be responsible for all activities and will liaise with: USAID/HR Washington and other USAID Bureaus as necessary for courses to be presented in Bangkok, USAID/RDMA for support services such as procurement, RDMA/HR, the Embassy Coordinator and/or DOS Foreign Service Institute (FSI) representative and hosting Office/Agency representatives, etc., and will operate as a distinct unit within USAID/RDMA/EXO.

E. Services Required:

Basic Functions of the Position

1. Coordination of Training Courses

a. USAID: For USAID training, the ARTC Coordinator will manage all planning, scheduling, and logistics for training and conferences that take place in the USAID ARTC training space. The incumbent will reach out to and coordinate with USAID/OHR/TE and other USAID Bureaus/Offices as necessary on the proposed training agenda for the year and schedule appropriate classrooms for the types of courses being presented. The ARTC Coordinator will also liaise extensively with USAID missions worldwide to advertise courses and accommodate students who will mostly attend from regional Asia missions, but may attend from missions in other parts of the world as well. The ARTC Coordinator will take the lead in determining the optimum schedule for classes, noting major holiday periods (Christmas/New Year, Songkran, weeks with more than one holiday). Additionally, the ARTC Coordinator will liaise with the RDMA/EXO for scheduling in-house courses as they relate to unique training opportunities for the various hosted USAID Offices within RDMA.

b. DOS, FSI and Other Agencies: The ARTC Coordinator will work with the State Department and the FSI training representative to coordinate the use of all rooms in the ARTC to maximize occupancy. The ARTC Coordinator will also reach out to other agencies in Bangkok as time permits and if space is available, to determine their needs and desires for utilizing the ARTC to minimize the costs related to their agency's unique training needs.

2. Logistics Coordination:

a. Classrooms: The ARTC Coordinator will be responsible for logistics coordination for all courses that will be held in the ARTC in the USAID classrooms. For courses sponsored by agencies other than USAID, the responsibility for support will be based on the needs of the sponsoring agency. It is anticipated that the DOS/FSI will require little support from the ARTC Coordinator for their courses, except when space within the USAID portion of the ARTC is needed. The ARTC Coordinator will be responsible for scheduling all USAID rooms and when necessary use of Embassy space or use of USAID space by other agencies. The ARTC Coordinator is expected to plan and schedule courses and project usage such that overall training space is most efficiently and effectively used throughout the year.

b. Support and Materials: In scheduling training courses, the ARTC Coordinator will be responsible for coordinating with the sponsor of each training course to ensure that all logistics are arranged for each training. The ARTC Coordinator will supervise an ARTC team, which will, among other responsibilities, ensure that required documents and/or software is installed on the A/V equipment or the ARTC System Servers, all video conferencing requirements are coordinated and ready for use as needed, video taping of courses is arranged when needed, class photographs are arranged as requested, room set up and configuration is completed according to the trainers' requests, break times are coordinated, etc. In short, the ARTC team, supervised by the coordinator, will ensure that all training courses and conferences have all requested equipment and supplies required, for both instructors and students as determined by the instructors. The ARTC team will also ensure that there is sufficient staff in place on the first day of each class for registration of the students both in the ARTC and at the building's reception desk in the lobby on the ground floor and that there is coordination with Athenee Tower to ensure that students can access the facility with Athenee Tower passes.

c. Conferences: The ARTC Coordinator will be the main point of contact for the scheduling of all conferences to be hosted in the ARTC. Conferences may include regional Mission Director's conferences, technical conferences, financial management conferences, etc. The ARTC Coordinator will liaise with conference coordinators from the sponsoring agency and help identify requirements for technical support, room configuration, list of attendees, food and beverage requirements, and char services. The ARTC Coordinator will prepare budgets with cost estimates for various levels of support to meet the requirements of the sponsoring entity.

d. Exterior Training Space: Should there be scheduling conflicts that cannot be resolved with the training space available in the ARTC, the ARTC Coordinator will work with the requesting USAID section to seek viable alternative space outside the ARTC. The ARTC Coordinator will be responsible for locating and evaluating exterior training/conference space for very large groups or overflow capacity. The ARTC Coordinator will work with the procurement staff in obtaining quotes and issuing purchase orders.

e. Attendee Lists: The ARTC Coordinator will work with USAID/OHR/TE and USAID/RDMA on obtaining the approved attendees list and insuring that all appropriate clearances have been obtained, ensuring LMS registration has been completed, and issuing certificates of completion as appropriate. The ARTC Coordinator will request lists of approved attendees for classes and conferences from the sponsoring Agency in order to coordinate access to the ARTC with the Athenee Tower.

3. Support to Instructors and Students

a. Instructors: The ARTC Coordinator will be responsible for providing all necessary support to the instructors for classes under the responsibility of the ARTC. For instructors of classes from agencies other than USAID, the ARTC Coordinator will liaise with the point of contact for the sponsoring Agency to determine the level of support required. The ARTC Coordinator will insure that each instructor is provided with, or advised of, the following:

- i. Welcome kits
- ii. Security Briefing
- iii. Emergency contacts
- iv. Airline Ticket support/reconfirmation/Travel Agent
- v. Currency Exchange Options

- vi. Local sites/sightseeing opportunities
- vii. General knowledge of the area – taxis, shopping, night life, restaurants, grocery stores, pharmacies, etc.
- viii. Cell phones if needed
- ix. Instruction materials, e.g. books, power points, hand outs, etc.
- x. Attendance records, copies and submission to appropriate office
- xii. Locations identified for desk/cubicle usage for instructors needing a fixed office
- xiii. TDY accounts established for long-term instructors with a need for AIDnet access.

b. Student Support: The ARTC Coordinator will be responsible for providing all necessary support to the students for classes under the responsibility of the ARTC. For students of classes from agencies other than USAID, the ARTC Coordinator will liaise with the point of contact for the sponsoring agency to determine the level of support required. The ARTC Coordinator will insure that each student is provided with or advised of the following:

- i. Name Tags
- ii. Instruction materials, e.g. books, power points, hand outs, etc.
- iii. Access to computers and printers for email checking and Internet/token usage
- iv. Welcome kits
- v. Security Briefing
- vi. Emergency contacts
- vii. Airline Ticket support/reconfirmation/Travel Agent
- viii. Currency Exchange Options
- ix. General Knowledge of the area – taxis, shopping, night life, restaurants, grocery stores, pharmacies, etc.
- x. Local sites/sightseeing opportunities sign ups for evening/weekend group activities (puppet show, river cruise, cabaret, etc).

c. Accommodations: The ARTC Coordinator will be responsible for arranging for the most economical room rates for students and instructors in hotels within a reasonable distance of the ARTC. The ARTC Coordinator, in conjunction with the USAID/RDMA/PROC office will project usage rates for rooms based on known class sizes for scheduled classes over the near future and attempt to negotiate discounted rates based on guaranteed usage. The ARTC Team will coordinate reservations, provide arrival/survival information for hotels to give to students/instructors upon check-in and provide information of procedures for check-out and going to the airport.

4. Facility Operations:

a. Physical Operations: The ARTC Coordinator will be responsible for the physical upkeep of the ARTC, which includes but is not limited to coordinating and overseeing the cleaning, routine maintenance, and repairs (obtained through USAID/RDMA/PPM). The Coordinator is also responsible for the overall management and use of the facility by clients and is responsible for establishing a policy for use of the facilities by other agencies in coordination with USAID/RDMA/EXO. The ARTC Coordinator will be responsible for arranging for weekend/after-hours air conditioning and any staffing needs for events outside normal business hours and obtaining cost estimates for such additional use and coordinating with the sponsoring agency for payment of such additional use.

b. Catering Vendor: The ARTC Coordinator will draft the Scope of Work and administer contract(s) for food/drinks/breaks catering vendors. The incumbent oversees the quantity

and quality of the food and drinks provided by the vendor to ensure quality and a good faith effort in arranging for food that meets religious and dietary restrictions. The Coordinator acts as the COTR for the contract with the catering vendor. He/she ensures that special event refreshments are in compliance with what was agreed upon and that non-USAID organizations/agencies are appraised of prices, availability, location of event, etc., to ensure a cost effective event that meets needs and requirements. When requested, the incumbent works with the hosting agency to provide alcohol from ACSA and setting up an account at ACSA for alcohol purchases/deliveries for special events. All other food and snacks should be provided for by the caterer. In supervising the catering vendor, the ARTC Coordinator should endeavor to adjust food quantities purchased to minimize food wastage and costs.

c. Student Lunches: When students are to be provided lunch during their scheduled classes, the ARTC coordinator will be responsible for establishing a system with the Athenee Hotel to track students authorized to utilize the lunch buffet. He/she will oversee the review and reconciliation of all billings related to the charges for lunches provided to the students.

5. Administrative Responsibilities:

Staffing

a. Supervision: The ARTC Coordinator will directly supervise a staff of four USAID employees, (which could increase as the ARTC expands) including an FSN Training Specialist, an FSN Logistics Clerk, an FSN Secretary, and an FSN Receptionist. The FSN Training Specialist is responsible for all registration and coordination with USAID/OHR/TR, USAID/W Bureaus, USAID University. This position will also act as an alter ego to the ARTC Coordinator when the Coordinator is on leave. The Logistics Clerk will provide day-to-day support for general operational requirements and will also accommodate special requests as needed. The FSN Secretary and the FSN Receptionist will provide additional administrative support including country clearances, tracking arrivals and departures, providing information on Bangkok, photocopies, etc. As the supervisor of record, the ARTC Coordinator is responsible for preparation of all employee evaluations, monitoring work habits, providing mentoring to ARTC staff, developing training plans for the staff based on individual needs, and working with USAID/RDMA/EXO/HR for updating and maintaining position descriptions that reflect work requirements. He/she will participate in the selection of staff to fill vacancies when necessary.

b. Coordination: The ARTC Coordinator will work with and obtain services from the USAID/RDMA Executive Office staff. Although physically residing in RDMA office space, one FSN Procurement Specialist will be dedicated to ARTC procurements. In addition, there will be an on-site FSN IT Specialist responsible for all IT equipment, including assistance to students and instructors. He/she will be available for technical support such as video-teleconferencing, equipment usage, software, hardware, etc. Although the IT Specialist will be under the day-to-day direction of the ARTC Coordinator, he/she will be supervised by and receive technical direction and support from the USAID/RDMA/IT Systems Administrator. The ARTC Coordinator will also receive assistance on training from RDMA/HR on an as needed basis. There will be a dedicated cleaning staff provided under an umbrella contract that is administered by the Embassy GSO, but will report to the FSN Training Coordinator Specialist.

All maintenance and repair of the ARTC will be coordinated through the USAID/RDMA/EXO/PPM office.

Budgeting

The Coordinator will work with the USAID/RDMA Office of Financial Management and will prepare annual operational budgets for the ARTC. This will include but not be limited to staffing, supplies and instructional materials, equipment maintenance and repair, replacement of equipment, additional equipment to meet the needs of the ARTC and the catering contract.

Procurement

The ARTC Coordinator will plan all procurements in conjunction with the USAID/RDMA Executive Officer, taking into consideration life-cycle replacement of equipment, purchasing innovative equipment to facilitate training, and developing scopes of work for services required, i.e. local reproduction of training materials, CDs, etc. The ARTC Coordinator will comply with USAID/RDMA/EXO procedures and policies for all procurement related matters.

F. Qualifications:

- Bachelor's degree in business administration, accounting, education, or related field.
- Experience in managing an organizational unit of a minimum of 5 to 10 people for at least two years in which goals and objectives were given in broad terms and strong organizational skills were key elements of the position. Experience in managing or conducting training preferred but not essential.
- Experience working in a team environment.
- Knowledge of and demonstrated skills in organizing events, logistics, and setting priorities.
- Supervision and management skills.
- Interpersonal and cross-cultural skills.

G. Position Elements

1. Exercise of Judgment: The incumbent is expected to have wide latitude in making decisions with respect to managing the ARTC and, as such, must have excellent judgment in making decisions as issues arise. He/she must exercise outstanding judgment in setting priorities as usually there will be a number of logistical issues to manage simultaneously. The incumbent will be required to make decisions and solve issues quickly and, as a result, independent and balanced judgment are required. Initiative, patience and discretion are required of the incumbent as he/she will manage four staff as well as liaise frequently with State Department trainers and officers, and other agency staff. He/she is expected to independently manage the ARTC, ensuring effective use of the classrooms and efficient scheduling and, therefore, must be able to demonstrate stellar judgment in deciding tradeoffs and opportunity costs when scheduling courses. Experienced judgment is required to analyze, interpret, and adapt prior experience from the occupational field and to be innovative. The incumbent is required to follow and adhere to the Agency's Code of Ethics and Conduct.
2. Authority to Make Commitments: The incumbent will have no independent authority to commit U.S. government funds on behalf of the U.S. Government. He/she will make

recommendations on issues that will result in a commitment on the part of the U.S. government, but he/she does not have authority to make the commitment.

3. Available Guidelines: Although there are various guidelines on training found in the FAM and ADS, the incumbent must have the initiative, common sense, outstanding judgment, organizational skills, and attention to detail to develop day-to-day work flows and guidelines to manage the ARTC, which is the first of its kind in terms of establishing a regional training center for USAID as well as establishing a partnership with the Department of State. Work is reviewed regularly for the adequacy of results, but review of methods and procedures employed is usually not detailed and is left to the prerogative of the incumbent. Although the supervisor, the Assistant EXO, will set objectives and general guidelines, the incumbent is responsible for planning and implementing policies to ensure the training center is optimally used.
4. Skills: The incumbent must have strong supervisory and organizational skills. Superb interpersonal skills required as the incumbent will not only manage a staff but also will work closely with RDMA offices, State Department colleagues, as well as other embassy agencies which seek to host training in the facility. He/she must have demonstrated ability to work in an international, multi-national setting and work well with multi-national clients. Incumbent must demonstrate skills in managing conflicting priorities, managing last minute needed changes, and managing multiple logistical issues. Excellent English writing and speaking skills are necessary. Training skills a plus.
5. Nature and Level of Contacts: The incumbent is required to develop and maintain outstanding working relationships with USAID/Washington staff from the HR training division, as well as with staff in other bureaus (i.e. economic growth, global health, CFO office, etc.) to ensure the full range of and appropriate courses are scheduled during the year in the ARTC. The incumbent is required to work closely with a cross section of RDMA offices, particularly EXO, but others as well such as OFM, REO, OPH, etc. The incumbent must also develop an outstanding relationship with Department of State and FSI colleagues, particularly those who work with the training center. A collaborative relationship is essential to ensure the most efficient and effective use of the training center. The incumbent will also work with other embassy agency representatives who are interested in scheduling the training center for their courses or conferences.

H. Selection Criteria

1. **Education and Experience**

35 points

A bachelor's degree in business administration, accounting, education, or related field required. Experience in managing an organizational unit of a minimum of 5 to 10 people for at least three years, in which goals and objectives were given in broad terms and strong organizational skills were key elements of the position is required. Experience working in a team environment. Experience in providing or overseeing training and/or in educational development is desired.

2. **Knowledge:**

30 points

Knowledge of managing staff and working as a team required. Knowledge of organizational skills that are needed to plan simultaneous events. Demonstrated knowledge of delegating responsibilities to ensure logistics are completed and ensuring clients' needs are met. Knowledge of setting priorities particularly in terms of logistics required. Knowledge of

evaluating proposals related to procurements as well as supervising contractors and evaluating performance preferred.

3. Skills:

35 points

Strong supervision and management skills. Strong interpersonal and cross-cultural skills enabling him/her to establish and maintain strong contacts with customers both within and outside USAID. Strong organizational and attention-to-detail skills and ability to assess challenges and obstacles in developing the ARTC and ensure accurate long term planning. Strong skills in setting priorities and tracking logistical information. Strong skills in prioritizing work. Proven interpersonal skills to manage requests with patience, diplomacy, and a sense of humor. Demonstrated ability to prepare and manage a budget. Demonstrated excellence in oral and written communication skills. Ability to reach consensus diplomatically when faced with competing and divergent interests. Training skills a strong plus. Software skills (word, excel, required).

Total: 100 points

4. Selection Process:

After the closing date for receipt of applications, a committee will be convened to review applications and evaluate them in accordance with the evaluation criteria. Applications from candidates which do not meet the required selection criteria will not be scored. As part of the selection process, finalist candidates may be interviewed either in person or by telephone at USAID's discretion. Reference checks will be made only for applicants considered as finalists.

If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant. Only finalists will be contacted by USAID with respect to their applications. The final selected candidates must obtain security and medical clearances within a reasonable period of time (USAID will provide details regarding these clearances to the selected candidates). A substantial delay in obtaining either required clearance will make the applicant ineligible for selection.