

CONTACT CENTER REPRESENTATIVE, ALL INTERESTED APPLICANTS



Contact Center Representative, All Interested Applicants Announcement Number: BAMAKO-2026-014

Hiring Agency: Embassy Bamako

Position Title: Contact Center Representative, All Interested Applicants

Open Period: 10/02/2026 - 10/16/2026 Format MM/DD/YYYY

Vacancy Time Zone: GMT

Series/Grade: LE - 1832 6

Salary: XOF CFA7,790,975 - XOF CFA7,790,975 /Per Year

Work Schedule: Full-time -

Promotion Potential: LE-6

Duty Location(s): 1 Vacancy in Bamako, ML

Telework Eligible: No

For More Info: 223-2070-2300 223-2070-2300 Bamakojob@state.gov



Overview Hiring Path: - Open to the public

Who May Apply/Clarification From the Agency: This position is open to: - All Interested Applicants / All Sources

For USEFM - FP grade is O8. Actual FP salary authorized 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: 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.

Summary: The U.S. Mission in Bamako, Mali is seeking eligible and qualified applicants for the Contact Center Representative in the Diplomatic Technology office. Supervisory Position: No

Relocation Expenses

Reimbursed: No

Duties The Contact Center Representative (CCR) is responsible for front-line response to both internal and external customer queries, both in person and through remote channels such as telephone, email, chat, and self-service request forms. Provide first level support to the customer, perform ticket triage, troubleshoot Tier 0/1 technical and account issues, and handle resulting incidents and service requests using the incident management and request fulfillment processes in line with established targets and objectives. In addition to IT-related calls, the Contact Center Representative will ensure that all incoming telephone calls which are not fully routed by the US Embassy Bamako telephone auto attendant are answered in priority order and responds to general inquiries, routing calls to the correct service provider, call group, or extension. Responsible for issuing loanable property, including laptops, mobile phones, radios, and tablets, and provide ad-hoc training to users. Perform administrative duties which may include maintaining contact databases, supporting VIPs and visitors, activating/deactivating/modifying mobile plans and service, and preparing and submitting time and attendance reports. Participate in Diplomatic Technology (DT) initiatives as assigned.

Qualifications and Evaluations

Requirements All selected candidates must be able to obtain and hold a:

- security certificate; All selected candidates will be subject to a background investigation and may be subject to a pre-employment medical exam. Selected candidate must be able to begin working within a reasonable period of time upon receipt of agency authorization and/or clearances/certifications.

Education Requirements Successful completion of at least two

years of full-time post-secondary study at college or university. Evaluations You will be evaluated against the qualifications and requirements in this vacancy announcement. You may be asked to complete a pre-employment language or skills test. You must complete the application form and provide the required documents. Your application must address all the position qualifications and requirements including education, experience, language, and any knowledge/skills/abilities listed. If you fail to submit a complete application, then your application may be disqualified for this position.

Qualifications Experience: Minimum of one (1)-year working experience in customer service or office administration.

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Language: English: Good working knowledge; speaking, reading & writing is required. This may be tested. French: Good working knowledge; speaking, reading & writing is required. This may be tested.

Job Knowledge: Understanding of basic technical concepts related to mobile devices, computer hardware, software, networking, and common operating systems.

Skills And Abilities: Proficiency in voice and video conferencing and chat applications. Proficiency in typing and navigating a keyboard efficiently. Competency in office productivity suites such as Microsoft 365, Google Workspace, and OpenOffice. Possess strong problem-solving and communication skills that support working with people of different cultural backgrounds, language, technical knowledge, and seniority who may be encountering a crisis or emergency. Ability to research technical topics. Use information to conduct ad hoc customer training and create supporting materials to educate mission users on technical issues. Attention to detail and ability to work independently. Benefits and Other Info Benefits Agency

Benefits: The U.S. Mission offers a competitive compensation and benefits package for local employees.

For Eligible Family Member (EFM) applicants, benefits should be discussed with the HR Office. The pay plan is assigned by the HR Office and confirmed by Washington, D.C.

Other Information HIRING PREFERENCE SELECTION PROCESS: A hiring preference is extended to eligible and qualified applicants in the order listed below. It is essential you accurately describe your status in your application, failure to do so may result in a determination that you are not eligible for a hiring preference.

HIRING PREFERENCE ORDER

1. 2. Appointment Eligible Family Member (AEFM) / U.S. citizen Eligible Family Member (USEFM) who is a preference-eligible U.S. Veteran* 3. 4.

AEFM / USEFM 5. 6.

Foreign Service (FS) on Leave without Pay (LWOP) and Civil Service (CS) with reemployment rights ** 7.

- IMPORTANT: US citizen Eligible Family Member (USEFM) 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") preferably Member Copy 4, Letter from Veterans' Affairs which indicates the present existence of a service-connected disability, 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 FS employees on LWOP and CS with re-employment rights back to their agency or bureau.

For complete definitions of AEFM, USEFM, EFM, Member of Household, etc., please visit the 3 FAM 7210 Definitions. ADDITIONAL EMPLOYMENT CONSIDERATIONS The following apply to EFMs, USEFMs, and AEFMs only: - Current employees who used a hiring preference to gain employment who are within their first 90 calendar days of employment are not eligible. This does not apply when the hiring mechanism is TEMP or the work schedule is intermittent or irregular. - Candidates with a hiring preference who have already accepted a conditional offer of employment may NOT be extended a second conditional offer of employment unless and until they withdraw their candidacy for the first position in writing. The following apply to Locally Employed (LE) staff only: -

Current employees serving a probationary period are not eligible. - Current employees with an Overall Summary Rating of Needs Improvement, Unsatisfactory, or an MBC score of less than 100 points on their most recent Employee Performance Report are not eligible.

**** How to Apply** How to Apply: Click the “Apply to This Vacancy” button at the top of the page to begin your application. For an instructional video on how to apply click here. Please address all relevant experience, education, language skills (including English), and job related skills or requirements in your application. You may edit your application any time before the vacancy closing date. If you fail to submit a complete application by the vacancy closing date of this vacancy, then your application may be disqualified for this position. For a copy of the complete position description, please contact the HR Office. To request a reasonable accommodation, please contact the HR Office. **Required Documents** Please upload all applicable documents to your application. If you fail to submit a complete application, then your application may be disqualified for this position. **All Applicants:** - Other Document - Other Document 2 - Resume/CV - Degree Not Transcript In addition, Eligible Family Member (EFM) Applicants must submit: - Copy of Sponsor's Travel Orders/Assignment Notification (or equivalent) - Passport copy - DD-214 - Member Copy 4, Letter from Veterans' Affairs, or other supporting documentation (if applicable) - SF-50 (if applicable) **Next Steps** The HR Office will contact successful applicants. For more information on applying for jobs or employment with us, please visit the U.S. Mission website or follow us at Facebook, Malipages, Malibaara, Page Humanitaire. Thank you for your application and your interest in working with us.

Apply now : Seeker - Vacancy - Detail Overview (https://erajobs.state.gov/dos-era/vacancy/viewVacancyDetail.hms?_ref=lOvgqxprptO&returnToSearch=true&jnum=77241&orgId=85)

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