

**U.S. Department of State
INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST PANAMA	2. AGENCY STATE	3a. POSITION NO. 97-971762/A30126
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes 5 No

4. REASON FOR SUBMISSION

a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

c. Other (explain) Change duties and responsibilities

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	CONSULAR ASSISTANT, 1405	FP-7/FSN-7	MAM	05/26/09
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Consular Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION US EMBASSY	a. First Subdivision CONSULAR SECTION
b. Second Subdivision Visa Unit	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
_____ Typed Name and Signature of Employee Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
_____ Typed Name and Signature of American Supervisor Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent will be working in the Visa Unit for most the time and will provide clerical assistance in the ACS Unit. In the Visa Unit, employee will be doing Visa Assistant duties including clerical assignments pertaining to visa; receiving visa applications and screening them; responding to client inquiries, etc. In the ACS Unit, incumbent will be doing input data for passports, citizenship, etc and will provide assistance in other related duties in the ACS unit.

14. MAJOR DUTIES AND RESPONSIBILITIES **% OF TIME**

See attached

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma or GED equivalent is required.
- b. Prior Work Experience:
Two (2) to Three (3) years experience in customer service such as experience as secretary or general clerical or office assistant is required.
- c. Post Entry Training:
Basic training in Microsoft Suite is required.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level III (Good working knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good working knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must know the culture, socio-economic situation of the host country, in order to provide proper guidance to FSOs. Must have a good knowledge of general clerical practices and procedures. Must know how to use Microsoft Office Suite.
- f. Skills and Abilities:
Keyboarding skills are required. Must be able to input data in Consular Systems with minimum errors. Must know how to use telephone relay systems. Ability to deal courteously and effectively with the public is required. Must be tactful when providing and requesting information.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by LE Staff Visa Assistant (position N31123) with input by LE Staff American Citizen Services Senior and is reviewed by American Visa Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAMS, correspondence course CDs and Manuals.
- d. Exercise of Judgment:
Incumbent must use judgment when dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:
None
- f. Nature, Level and Purpose of Contacts:
Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.

g. Time Expected to Reach Full Performance Level:

One year.

14. Major Duties and Responsibilities

% of time

A. Visa Unit

60%

1. The incumbent assists Consular FSO and Visa Unit LE Staff supervisor in general office management pertaining to visa.
2. Pre-screens and performs data-entry for visa applications in preparation for interview by FSO.
3. Prepares and tracks clearance cables and waiver requests.
4. Provides general information related to the processing for visas.
5. Performs other related duties as required.

B. ACS Section

40%

1. Incumbent performs data entry of all passports and consular report of birth abroad applications.
2. Print emergency passports and visa pages.
3. Arrange monthly passport applications for mailing.
4. Performs data entry for death certificates, loan applications, etc.
5. Assists the Section by checking on status of all pending issues related to cases involving U.S. Citizens (to include arrest, legal issues, loans, welfare and whereabouts, victims of crime, children issues, etc.)
6. Performs other related duties as required.