

INTERAGENCY POST 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. A32125
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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 No

4. REASON FOR SUBMISSION

a. Reclassification of duties: This position replaces
 Position No. LDP32121, PPT & Citizenship Assistant (Title) 1410 (Series) FSN-9 (Grade)
(Supervisor)

b. New Position

c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Passport & Citizenship Assistant, FSN-1410	FSN-8; FP-6	MM	02/26/10
b. Other				
c. Proposed by Initiating Office	Passport & Citizenship Supervisor, FSN-1410			

6. POST TITLE POSITION (if different from official title) PPT & Citizenship Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision Consular Section
b. Second Subdivision American Citizens Services 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 provides assistance in all functions related to special services to include deaths, arrests, victims of crime, children issues, loss of nationality, diplomatic passports, social security applications, taxes, voting, etc. Incumbent will serve as first point of contact with American Citizens and answer a variety of questions at the window, online and on the telephone. Incumbent performs the full range of Passport and Citizenship functions to include receiving applications at the windows and processing both regular and emergency passport applications for the Consular Officer's interview. Will back-up the Consular Cashier when needed.

14. MAJOR DUTIES AND RESPONSIBILITIES **% OF TIME**
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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: A minimum of two years college in liberal arts, law, business or management is required.
- b. Prior Work Experience: Three to five years of extensive experience in work involving consular services and regulations as well as extensive public contact is required. Preferably if experience was acquired in the performance of consular services to include citizenship and passport duties. One year experience in cashiering duties and Notary services is required.
- c. Post Entry Training: PC-103 Correspondence course, on-the-job training, seminars, and other FSI Consular correspondence courses.
- 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 English language is required. Level III (Good Working Knowledge) speaking/reading/writing Spanish language is required.
- e. Job Knowledge: Knowledge of regulations and procedures related to nationality, citizenship, and passport is required. Familiarity with U.S. Customs and IRS laws. Knowledge of procedures on all phases of work related to American Citizens Services. Familiarity with cashier and notary services. Must have good knowledge of Microsoft Suite.
- f. Skills and Abilities: Must have the ability to type 45 wpm. Must be able to deal courteously and efficiently with an often demanding public. Must be able to learn how to operate a computerized cash register. Must possess the ability to identify valid/authentic Panamanian and U.S. documents. Must have the ability to perform different types of notary services.

16. POSITION ELEMENTS

- a. Supervision Received: Supervised by the ACS FSN Specialist and the American Consular Officer.
- b. Supervision Exercised: None.
- c. Available Guidelines: 7 FAM, INA, Department of State telegrams and airgrams, Customs and IRS pamphlets.
- d. Exercise of Judgment: Good judgments on the bona fides of documents presented for CPAS (passport) cases as well as the ACS (American Citizens Services) cases.
- e. Authority to Make Commitments: Provides general advice or information to the public. No legal advice to the public is permitted.
- f. Nature, Level, and Purpose of Contacts: On-the-job contacts. Working level contacts with officials at the airlines, immigration offices, Panamanian police offices, officials and working level employees at the Department of State (CA/PPT and SIA).
- g. Time Expected to Reach Full Performance Level: One year.

Continuation Sheet – OF-298 (FSN Position Description)

Position A32125, PPT & Citizenship Assistant, FSN-1410-8 Incumbent: Vacant - Page #2

Special Consular Services: Incumbent assists the ACS FSN Specialist in different aspects of services to the American citizens, such as welfare and whereabouts cases, arrests, children's issues, victims of crime, property disputes, deaths, IRS, voting, etc. Incumbent is also required to perform site visits to the different places where the assistance is needed, such as Panamanian prisons, hospitals, airports, residences, etc. Support provided to all these cases should be entered in the ACS+ software and file for tracking purposes.

Provides information on Panamanian civil issues to the general public, i.e., birth and death registration, divorce, marriage, adoptions, child custody and support, etc. Answers inquiries at the ACS window, by telephone, and via the public e-mail box.

Prepares and translates memos, letters, and notes in both English and Spanish.

40%

Passport and Citizenship: Incumbent is responsible for accepting applications for passports, registrations, consular reports of birth abroad from American citizens in Panama. By reviewing the applications, incumbent makes a preliminary determination of whether the applicant meets the requirements for the requested service (i.e., transmission of U.S. citizenship, obtaining U.S. passports, etc.) based on applicable U.S. laws and regulations. The incumbent must review the documentation presented for all the mentioned applications to determine their accuracy and authenticity. When accepting these documents, the incumbent must also be able to spot fraudulent claims and bring these to the attention of the FSN Supervisor, or, in his/her absence, to the Anti-Fraud Officer (Consular Officer).

Recommends or advises the Consular Officer if a case should be denied. Prepares notes to the files when cases are questionable. Exercises judgment when applying regulations in cases that seem to be fraudulent. The incumbent must be able to determine the sections of the law governing the acquisition of citizenship, particularly the special provisions relating to children born in the Republic of Panama. The incumbent spends time in investigations related to cases, such as hospital records, review of passports' entry/exit stamps, school transcripts, etc.

The incumbent is responsible for answering all types of public inquiries in person, over the telephone, via faxes, or e-mail messages in a responsive and courteous manner. This requires a detailed knowledge of citizenship law, U.S. customs regulations, Selective Service regulations, Panamanian government services and agencies and general information.

Returns lost and found passports to the bearers or to the PPT Records Office.

Social Security Applications: Incumbent reviews and mails requests for Social Security numbers to the FBU Unit. These forms are done in conjunction with reports of birth abroad. Incumbent keeps a log of applications delivered to the FBU Office for further tracking.

Loss of Nationality: Incumbent will schedule appointments for Loss of Nationality cases and will perform the data entry of the forms already completed by applicant. Incumbent will make the appropriate copies, will open a file and a subject file in ACS+, and will mail the copies to the Department of State for approval.

DNA: Schedules appointments for DNA sample collection with local laboratories and applicant. Prepares package for mailing to the appropriate AABB lab in the United States. Keeps the DNA log.

Reports: On a monthly basis, reviews the list of reports of birth and passports issued/spoiled in the previous month and compares them with application, missing signatures, etc. Pack and mail them to the PPT Records Office. Also reviews abandoned passport and CROBA claims, refers them to an officer to be entered in PLOTS and returns them to the Department.

Diplomatic passports: Incumbent is responsible for the receipt of applications for diplomatic and official passports. Reviews the forms received and mail them to the Passport Special Issuance Office in Washington with all the necessary attachments for issuance. Return issued passports to the applicant or the HR Office.

Cashier and Notary duties: Incumbent backs up the Consular Cashier by collecting fees for all units of the Consular Section and the Bureau of Citizenship and Immigration Services (BCIS), with the exception of non-immigrant visa application fees. Incumbent also prepares all notary services for the signature of the Consular Officer. Incumbent assists in the maintenance of registration of American citizens in the Automated Consular System.

Miscellaneous: Incumbent must be creative in finding ways to provide better customer service and updating internal procedures to facilitate daily work.

60%

