



**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education:  
Two years of post-secondary, business school or college is required.
- b. Prior Work Experience:  
Three years of experience as secretary and/or administrative/executive assistant is required.
- c. Post Entry Training:  
None. During probationary period, incumbent must receive on-the-job training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization(sp/read):  
Level IV (Fluent) Speaking/Reading/Writing English is required. Level IV (Fluent) Speaking/Reading/Writing Spanish language is required.
- e. Job Knowledge: Incumbent will acquire general working knowledge of Panamanian immigration, police, and judiciary. Incumbent must be updated with the latest daily news in the host country to keep the Consul General informed of relevant and important information impacting the Consular Section. Must be or become familiar with business/citizen organizations. Must be able to prepare, edit, and retrieve documents prepared with MS Word, Excel, Outlook, and Access.
- f. Skills and Abilities: Must be resourceful and thorough, with strong attention to detail and ability to multi-task in a high-pressure environment. Must communicate effectively with the public and demonstrate consistently good judgment when dealing with sensitive and special customers. Must provide factual and proper Consular guidance and responses to customers. Must provide excellent customer service. Must have an official translator's certificate for Spanish to English and English to Spanish.

**16. POSITION ELEMENTS**

- a. Supervision Received:  
Limited supervision by Consul General, Deputy Consul General (and other officers, as appropriate) in carrying out responsibilities of the position.
- b. Supervision Exercised:  
None.
- c. Available Guidelines:  
Foreign Affairs Manual, Department of State cables, Consular Section SOPs.
- d. Exercise of Judgment: Consistently solid judgment is necessary when dealing with the general public, local and foreign officials, other foreign missions, U.S. Congressional staff, and local and foreign press.
- e. Authority to Make Commitments: Incumbent makes commitments within own sphere of responsibility, but must have Consul General's approval for purchases made for the Consular Section.
- f. Nature, Level, and Purpose of Contacts: Local high-level government officials, other foreign missions, and U.S. Congressional staff.
- g. Time Expected to Reach Full Performance Level: One to two years.

## 14. Major Duties and Responsibilities

## % of time

1. **Administrative:** Serves as Secretary and Office Management Assistant to the Consul General and the Consular Section. Drafts replies to incoming correspondence for Consul General's review and signature. Prepares first drafts (English/Spanish) of diplomatic notes in correct format. Serves as Spanish/English interpreter and translator for the Consular Section. Keeps Consul General's daily agenda and maintains schedule of required Consular reporting. As requested, provides guidance to FSNs within the Consular Section, particularly on matters directly tied to her work, e.g. time and attendance, procurement, etc., and transmits instructions to other Consular Section staff. Attends ICASS meetings with officer assigned as Consular ICASS Budget Representative. 25%
2. **Correspondence and Communications:** Responds to inquiries received by telephone and e-mail by acting as initial triage point for all incoming phone and electronic messages. Updates the Consular Section's telephone recording system and Intranet page to provide accurate information for customers on all Consular services with input from Consular colleagues. Directs press inquiries to the appropriate Mission office. Coordinates Consular Section replies to Executive Tracking System (ETS) taskers. Provides appropriate procedural guidance and instructions on Consular services to the general public, high-level Panamanian government officials, diplomatic missions in Panama, and colleagues within the Mission. Maintains Consular Section waiting area signage, television/DVD equipment, and message scroll board. 25%
3. **Records Maintenance:** Maintains and submits biweekly time and attendance log for all Consular staff. Keeps unclassified Consular correspondence in chronological and subject files. Keeps logs of Mission visa referral cases, Congressional correspondence, work orders, and the Consular portion of Mission guest lists (e.g., 4<sup>th</sup> of July Guest List, Christmas Gratuities List, etc.). Creates proper mechanisms to follow up on tasks given by the Consul General to other Consular Section employees in order to meet deadlines. 15%
4. **Inventory Maintenance and Work Orders:** Orders, receives, inventories, and maintains control of office supplies, furniture, equipment, and other purchases for the entire Consular Section. Monitors the Section's budgetary allotments to prevent budget overruns. Utilizes eServices program to submit and follow up on all Consular Section maintenance work orders. Coordinates and follows up on the Consular Section Wish List for end-of-year procurements. 15%
5. **Reporting:** Coordinates preparation and completion of the yearly Consular Package. Prepares documents in Word, Excel, PowerPoint, and Access. Researches using Intranet, Internet, Outlook, and Consular programs (NIV, IV, and ACS). Provides updated information to Mission's Protocol Office on Consular Section contacts for inclusion in Post's Contacts Database. 10%
6. **Travel and Special Events:** Coordinates for Washington and out-of-country visitors travel dates, hotel accommodations, transportation and meetings. Prepares country clearance via e-Country Clearance. Prepares and submits travel and representational vouchers for all Consular Section employees by utilizing e2Travel services. Coordinates Consular Section special events, prepares guest lists, prints and sends invitations, tracks RSVPs, and makes logistical arrangements such as any necessary reservations and food. 5%
7. **Visas:** Processes all Mission visa referral cases. Assists officers with formal instructional sessions to Mission employees on the Mission's Visa Referral Program. Schedules appointments for diplomatic and official visa applicants who require fingerprints and interviews. Assists the Visa Unit in entering data, capturing photos, pre-screening applications, and printing visas as needed. 5%