

### **13. Basic Function of Position**

Incumbent manages all ACS and Federal Benefits services at Post and serves as supervisor of three LES and one EFM Consular Associate engaged in providing the full range of special consular services and, as recognized expert personally deals with a variety of the most complex cases and problems encountered in the ACS Section. Incumbent also functions as the Administrative Manager for Consular resources including MRV budget, workload analysis and resource allocation.

### **14. Major duties and responsibilities**

**% OF TIME**

#### **ACS Supervisor**

**60%**

Incumbent manages all ACS and Federal Benefits services at Post and serves as supervisor of three LES and one EFM Consular Associate. Ensures and monitors the performance of the full range of duties and tasks related to American Citizen Services and Federal Benefits. Additionally the ACS Supervisor provides daily guidance to two Entry-Level Foreign Service Officers. The incumbent is the resident expert and primary point person for the full range of routine and emergency American Citizen Services, to include passport and CRBA services, notaries, federal benefits, and prisoner assistance. Conducts legal analysis on matters relating to Consular work. In addition, the ACS Supervisor manages the American Citizen Warden System, Voting assistance, emergency and contingency planning, public outreach, social media, correspondence and estate and death cases of American citizens in Ecuador. Maintains ACS operations, continuity and up-to-date adherence of regulations and procedures. Principal contact with high level members within the Ecuadorian government in legal and other matters relating to American Citizens interests.

Incumbent has full supervisory authority over three LES and one EFM Consular Associate; monitors their performance, and provides appropriate counseling, recommends training, awards and annual goals and objectives. Prepares ACS staff member's annual Performance Evaluation Reports as rating officer. Adjusts work schedules, as work demand requires. Verifies and observes that all ACS employees follow established internal control procedures. Keeps staff informed of new procedures, regulations and organizational policies. Approves/denies staff leave and training requests, in conjunction with the ACS officer, and ensures full coverage of the unit at all times. Informs staff of new procedures, regulations and organizational policies, and provides guidance and training as required.

As recognized expert, advises the supervisory Consular Officer regarding the disposition of unusual or novel problem situations, local practices and useful contacts in the host government and local community. May participate in junior Consular Officers and in advising a constituent post on novel problem situations. Within the respective fields of special consular services, personally deals with the more difficult or unusual cases of ACS, such as especially sensitive whereabouts cases, repatriation of mentally ill U.S. citizens, provisional care and custody of the possessions and personal effects of deceased US citizens, serious cases involving arrest and confinement of citizens, sensitive

domestic relation cases, relatively complex property claims, the more serious actions required in vessels and seamen cases, novel questions in respect of notarials and taking of depositions for use by a US court.

As ACS Supervisor, may be called upon to fill in for any member of the ACS staff, to include the ACS officer, in case of absence or increased workload.

### **Consular Management**

**35%**

Incumbent is responsible for preparing annually the Consular Package (Consular Workload Statistics System); a detailed statistical analysis narrative report of Consular workload, including resource and workload data and projections that provide the basis for determining future personnel and financial resources allocation.

As Post Analyst for the Consular Machine Readable Visa (MRV) budget, incumbent is responsible for anticipating budgetary needs, obtaining information from Financial Management, responding to changing requirements, and preparing and submitting MRV budget requests in the WebCAPA system to the Bureau of Consular Affairs throughout the fiscal year. Incumbent must administer the MRV budget throughout the year by making recommendations on when and how money should be used and reprogrammed.

To complement the Consular MRV budget, the incumbent must work with Financial Management in preparing the Consular Section's Program Budget request -- anticipating budgetary needs, responding to changing requirements, and preparing and submitting Program budget requests throughout the fiscal year. Incumbent must administer the Program budget by making recommendations on when and how money should be used or reprogrammed.

Incumbent liaises with HR to ensure the timely preparation of job announcements and PDs for new positions for the Consular Section. Incumbent maintains updated information about staff training. Monitors work schedules. Incumbent is also responsible for preparing travel authorizations and vouchers for Consular staff.

### **Other duties**

**5%**

As ACS Supervisor, may be called upon to fill in for any member of the ACS staff in case of absence or increased workload.

Also will be the backup for the cashier when needed.

## **15. REQUIRED QUALIFICATIONS**

- a. **Education:** Completion of two years of university degree at the level of Associate or Ecuadorian equivalent to AA in business administration, engineering, law, law enforcement, or social science is required.
- b. **Prior Work Experience:** Five to seven years of progressively responsible experience in work involving the application of complex regulatory material, investigative activity, and extensive public contact at all levels, high level management or administrative positions, or other closely related experience on

- government services, para-professional or professional positions, including at two years of budget management control and handling money, as well as 6 months of managerial experience (either managing people, money or equipment) is required.
- c. **Post Entry Training:** Completion of FSI correspondence ACS courses (PC-102, PC-103 and PC-104) within six months of arrival. Advanced training in ACS regulations and laws (7 FAM, INA), ACS procedures and processing.
  - d. **Language Proficiency:** English level IV (fluent), written and spoken and Spanish level IV (fluent), written and spoken.
  - e. **Knowledge:** Must have thorough knowledge of 7 FAM, INA, Privacy Act, ACS systems, Citizenship and Nationality regulations, and Microsoft Office programs. Must have a sound knowledge of Ecuadorian laws, local practices, local immigration law, and the legal, bureaucratic and diplomatic conditions which currently exist within Ecuador related to the duties of the position.
  - f. **Skills and Abilities:** Strong leadership and organizational skills, including ability to effectively delegate tasks; excellent written and oral communication; care and discretion in addressing highly sensitive matters; resourcefulness in resolving complex and ambiguous problems; ability to understand, explain, and apply law and regulation, including referencing the Foreign Affairs Manual to respond to and supervise routine and emergency citizen services; well-developed interpersonal skills to include working under intense pressure with distressed and irate U.S. citizens; a strong commitment to public and customer service; availability to work after hours with little notice when necessary. Must be customer service oriented, pleasant, possess good judgment, work well under pressure, and have strong interpersonal skills to deal with an often irate public that includes American citizens in distress, and federal benefit recipients. Must be able to draft complex correspondence in English to answer a variety of citizenship inquiries from the public, Congress, and immigration lawyers. Must be a self-starter and able to work efficiently with minimal supervision on a wide range of tasks. Must be available, either via phone or in person, outside of duty hours, when special circumstances arise that require the immediate support of Embassy ACS staff. Must have excellent working knowledge of Microsoft utilities (word, excel, internet and e-mail).

## **16. Position Elements**

- a. **Supervision Received:** Direct supervisor is the Consular General and the ACS Chief. Incumbent will receive limited supervision and is required to work independently on own initiative and set own priorities.
- b. **Available Guidelines:** 9 FAM, 7FAM, INA, Consular SOPs, TAGS/TERMS Handbook, Code of Federal Regulations.
- c. **Exercise of Judgment:** Requires tremendous initiative, resourcefulness, and sound judgment, including prioritization of financial and human resources. Must manage relationships with direct reports, peers, and superiors including the section chief, principal officer and country consular coordinator, and with ACS contacts. Must exercise sound judgment in applying complex regulations correctly and give technical advice to a supervisory consular officer, and in answering the many telephone and written inquiries made to the Consular Section.

**ACS Supervisor and Management Specialist  
VACANT**

- d. **Authority to Make Commitments:** Has authority to make commitments as needed for office maintenance including handling of cash.
- e. **Nature, Level, and Purpose of Contacts:** Maintains a wide range of working level contacts throughout the Embassy, Consular Affairs, Congress, as well as among senior host government officials.
- f. **Supervision Exercised:** Three LES.
- g. **Time Required to Perform Full Range of Duties after entry into the Position:** One to two years.