

Position Title: ACS Consular Assistant
Employee's Name: Vacant

Position Number: A30003
Position Grade: FSN-7

Basic Function of Position

The incumbent assists with daily passport and citizenship services, provides nuanced answers to public inquiries regarding the full range of American citizen services, uses creativity and discretion in responding to citizen emergencies, and performs administrative tasks.

Major Duties and Responsibilities

50%

Answer inquiries by email, phone and in person on a variety of citizen matters, including emergencies, routine services, death and birth certificates, missing persons, social security benefits, and enrollment in the Smart Traveler Enrollment Program. Uses creativity and persuasion to obtain answers from Ecuadorian authorities on behalf of American citizens.

Assist with day-to-day operations, including intake and data entry for passport and report-of-birth applications, and other clerical work associated with routine citizen services, including the timely submission of paperwork and other materials to the Department.

Print emergency passports and supplemental passport foils, accepting responsibility for blank U.S. passports and foils, and maintaining stringent oversight over them when in his/her custody.

30%

Responds to welfare and whereabouts cases in the event of missing, injured, or ill Americans in the Guayaquil consular district, including complex cases in the Galapagos Islands. Uses tact and diplomacy with Ecuadorian officials to obtain information and/or assistance for American citizens. Helps individuals locate resources and assistance locally and in the United States.

Validate and improves the ACS unit's lists of local resources, including translators, lawyers, doctors, and local shelters.

10%

Assist the Consular Chief with administrative tasks as needed. Upload new content to the American Citizen Services section of the Consulate website, using material provided by the unit chief.

10%

Screen by phone and admit visitors to the consular workspace as appropriate. Job holder will perform other duties as assigned and will serve as back-up for the other ACS Assistants as needed.

Required Qualifications

- a. Education:** At least two years of university education in Business, Social Work, Psychology, Communications or Law is required.
- b. Prior Work Experience:** Two years of administrative and/or consular experience in a diplomatic mission.

Position Title: ACS Consular Assistant
Employee's Name: Vacant

Position Number: A30003
Position Grade: FSN-7

- c. **Post Entry Training:** Distance learning on citizen services and passport data security through the Foreign Service Institute, on-the-job training
- d. **Language Proficiency:** Spanish (FSI Level 3/3 speaking/reading), English (FSI Level 3/3 speaking/reading).
- e. **Knowledge:** General familiarity with information technology, including Microsoft Office.
- f. **Skills and Abilities:** Ability to interpret complex laws and regulations, tact and diplomacy, superior customer service skills, excellent organization and attention to detail. Strong keyboard skills.

Position Elements

- a. **Supervision Received:** Rater is Vice Consul; Reviewer is Consular Section Chief.
- b. **Available Guidelines:** Foreign Affairs Manual, Consular Support Desk, CA Intranet and manuals.
- c. **Exercise of Judgment:** Careful discretion while discussing sensitive citizenship and consular services with American citizens and local authorities, in accordance with regulations and privacy laws.
- d. **Authority to Make Commitments:** None.
- e. **Nature, Level, and Purpose of Contacts:** Communication with local police, immigration, and airport officials to resolve citizen emergencies, and regular contact with volunteer U.S. citizen wardens.
- f. **Supervision Exercised:** None.
- g. **Time Required to Perform Full Range of Duties after entry into the Position:** 6 months.