



# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post <b>AMCONGEN GUAYAQUIL</b>	2. Agency <b>DEPARTMENT OF STATE</b>	3a. Position Number <b>311802 A30003</b>
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

Yes  No

4. Reason for Submission

a. Redescription of duties: this position replaces  
 (Position Number) \_\_\_\_\_ , (Title) \_\_\_\_ (Series) \_\_\_\_\_ (Grade) \_\_\_\_

b. New Position \_\_\_\_\_

c. Other (explain) \_\_\_\_\_

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority FRC	ACS CONSULAR ASSISTANT, FSN-405	7		08/21/2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee
8. Office / Section <b>US CONSULATE GENERAL</b>	a. First Subdivision <b>CONSULAR SECTION</b>
b. Second Subdivision <b>AMERICAN CITIZENSHIP SERVICES</b>	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
_____ Printed Name of Employee	_____ Printed Name of Supervisor
_____ Signature of employee      _____ Date (mm-dd-yyyy)	_____ Signature of Supervisor      _____ Date (mm-dd-yyyy)

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 this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
_____ Printed Name of Chief or Agency Head	_____ Printed Name of Admin or Human Resources Officer
_____ Signature of Section Chief or Agency Head      _____ Date (mm-dd-yyyy)	_____ Signature of Admin or Human Resources Officer      _____ Date (mm-dd-yyyy)

**13. BASIC FUNCTION OF POSITION**

The incumbent is responsible for the registration of U.S. citizens, development, design and maintenance of consular outreach including the Consulate’s American citizens services web pages, internal Consular SharePoint site, and external message delivery through a variety of social media sites. Replies to inquiries regarding the full range of American Citizen Services (ACS) via telephone, email and written correspondence. Serves as the unit’s records, supply and correspondence manager. Provides assistance to U.S. citizens seeking access to federal benefits, including maintaining customer service hours for federal benefits assistance.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

Responds to routine and complex correspondence in precise and correct English or Spanish. ----- 30%  
Drafts correspondence for the ACS officer’s or Consular Chief’s approval and signature as needed. Translates materials and documents as needed. Serves as the ACS unit’s primary liaison with the Consulate and Embassy operators and guard force. Primary point of contact within ACS unit for telephonic inquiries.

As the expert LE Staff member in charge of federal benefits for the Guayaquil consular district, the incumbent is responsible for developing and processing the full range of federal benefits cases and related claims work. ----- 30%

Cases can require investigation to determine initial and continuing benefit eligibility. Incumbent prepares and submits adjudication proposal packages for benefits to the Embassy in Quito. Determines the type of claim to which the beneficiaries may be entitled to and advises them about the information and evidence they need to submit. Prepares and submits correspondence on federal benefits issues. Develops requests for action as required by the Social Security Administration, Veterans Administration, and the Office of Personnel Management. At the request of the federal agency or supervisors within Consular Section, may perform field investigations in Ecuador where fraud is suspected or where there are cases involving complex points of law. In these cases, incumbent will document findings and submit reports with recommendations for final adjudication by the appropriate federal agencies in order to decrease government waste and fraudulent claims. Maintains contact with schools, physicians, local banks, Post Office, Civil Registry and other government officials, and private individuals in order to aid in investigations and to document claims cases.

Assists beneficiaries in contacting and communicating with relevant federal agencies in order to solve the cases and resolve discrepancies between the beneficiary and the federal agency for correction and proper adjudication of benefits. Conducts investigations involving disability claims. Ascertain the level of applicable benefits for each of the disability benefits and minor children/student benefits cases by conducting interviews and using contact with schools and physicians. Writes reports on the findings and submits to the relevant federal agency.

Assists beneficiaries who are unable to manage or direct the management of their finances because of their youth or physical impairment to appoint representative payees. Conducts an overview of each case, obtains medical evidence about the impairment, assists representative payees to complete the forms, informs them of their responsibilities as payees, writes reports on the cases to the federal agency, and monitors the representative payees for proper use of funds. Uses knowledge of federal benefit regulations to assist ill, aged, and Spanish-speaking recipients to understand complex regulations and to complete the required forms. Works with officer in charge of notaries to certify true copies of the original documents to be sent to federal agencies.

Requests Social Security numbers for U.S. citizens residents in Ecuador. Assists federal benefits recipients in completing annual enforcement questionnaires to make sure that benefits be continued or suspended. Participates in town hall meetings prepared by ACS Quito and Guayaquil by providing information related to federal benefits in areas where there are large groups of U.S. citizens and retirees.

Serves as the unit’s file and records manager, including remittance of required documents and case files to Washington and preparing destruction memos per FAM regulations. ----- 20%

Ensures that ACS case actions and relevant documents are appropriately entered into the ACS+ system. Safeguards personally identifiable information by ensuring the appropriate disposition of all case files. Readies the ACS service windows for acceptance of citizenship applications and adjudications by maintaining adequate supplies of required forms and necessary office supplies. Gathers information as needed to update the Country Specific Information, the F-77 report and maintains and gathers statistics for annual consular package. Compiles estimates for proposed travel and needed supplies to support the annual budget request. Assists in inventory of personal effects for deceased U.S. citizens and in arranging shipment of those effects. Receives controlled items used in passport adjudication from accountable officer, maintains them in a secure location, and returns to the officer at the close of business.

Primary responsible staff member for the development, design and maintenance of the ACS pages on the Consulate’s external website, in conjunction with ACS Quito. ----- 15%

Verifies all information on the site complies with Department guidelines and regulations. Drafts updates for informational documents for use by U.S. citizens seeking assistance and proposes innovative methods for delivering consular messages to U.S. citizens to include dissemination through social media. Responsible for maintaining shared files on the Consular Mission Ecuador SharePoint site.

Compiles and prepares post’s monthly and annual crime statistics report. ----- 3%

Accepts and appropriately assigns registrants to Post through the Smart Traveler Enrollment Program (STEP). ----- 2%

Substitutes for Passport and Citizenship Assistant and Special Consular Services Assistant as required.

**15. REQUIRED QUALIFICATIONS**



**EDUCATION:** Completion of high school and one year of post-secondary education.

**PRIOR WORK EXPERIENCE:** At least two years of administrative and/or consular experience in a diplomatic mission.

**POST ENTRY TRAINING:** Completion of the following FSI correspondence courses PC 102 Immigration Law & Visa Operations, PC103 Nationality Law/Consular Procedures, PC 104 Overseas Citizen Services, PC 120 Consular Task Force Basics, PS 800 Cyber Security Awareness Training, PC 441 Passport Data Security Awareness, PA 459 Protecting PII

**LANGUAGE PROFICIENCY:** Level IV fluent English and Spanish is required.

**KNOWLEDGE:** Must have extensive knowledge of Ecuadorian culture and social mores, and family relationships. Needs firm understanding of Ecuadorian and U.S. legal environment, government structures and institutions. Knowledge of host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, adoption, legitimating, social insurance and banking provisions is required. Must be familiar with U.S. Citizenship and Nationality regulations and Microsoft Office programs. Also requires familiarity with internal controls and fraud prevention investigative processes and procedures.

**SKILLS AND ABILITIES:** A high degree of initiative and creativity is required to solve difficult situations involving U.S. citizens. Superior interpersonal skills for dealing with U.S. citizens on a professional level are essential. Must have excellent bilingual skills, including writing, and knowledge of MS Office applications. Must be able to work in the office and the field under stressful and sometimes hazardous conditions, such as disaster areas, death and/or crime scenes. Employee must deal with irate, mentally disturbed, and distressed U.S. citizens and be able to work in high-pressure environment. Ability to type a minimum of 40 words per minute.

#### **16. POSITION ELEMENTS**

**SUPERVISION RECEIVED:** Works under the direct supervision of the ACS LE Staff Supervisor and ACS Unit Chief. Assignments are given with minimal instruction and completed work is spot checked to ensure compliance with regulations and procedures. Employee must be self-motivated and self-regulating.

**AVAILABLE GUIDELINES:** Immigration and Nationality Act, CFR, Foreign Affairs Manual on Passport/Citizenship Services and Overseas Citizen Services, 7 FAH, CA Web information and Ecuadorian Criminal and Civil Codes.

**EXERCISE OF JUDGMENT:** Must exercise good judgment and discretion when responding to public ACS inquiries. Acute sensitivity and awareness of when the intervention of a supervisor or officer is required.

**AUTHORITY TO MAKE COMMITMENTS:** None.

**NATURE, LEVEL, AND PURPOSE OF CONTACTS:** Maintains contacts with local government including the Ministry of Foreign Affairs, Ministry of Tourism, Ministry of Interior, Ministry of Justice, local police, airport officials and private institutions such as funeral home directors, prison directors and the medical examiner's office.

**SUPERVISION EXERCISED:** None.

**TIME REQUIRED TO PERFORM FULL RANGE OF DUTIES AFTER ENTRY IN TO THE POSITION:** One year.