

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post <p style="text-align: center;">Guayaquil</p>	2. Agency <p style="text-align: center;">State</p>	3a. Position Number <p style="text-align: center;">A30133</p>
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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. Redescription of duties: This position replaces
 (Position Number) _____ (Title) _____ (Series) _____ (Grade) _____

b. New Position Consular Assistant

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date <small>(mm-dd-yyyy)</small>
a. Post Classification Authority	Consular Assistant (General) - 1405	FSN-7		07-29-2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <p style="text-align: center;">Consular Assistant</p>	7. Name of Employee <p style="text-align: center;">VACANT</p>
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8. Office/Section <p style="text-align: center;">Consular Section</p>	a. First Subdivision
b. Second Subdivision	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 Date (mm-dd-yyyy)	_____ Printed Name of Supervisor Date (mm-dd-yyyy)

Employee Signature	Supervisor Signature
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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 Date (mm-dd-yyyy)	_____ Printed Name of Admin or Human Resources Officer Date (mm-dd-yyyy)

Chief or Agency Head Signature	Admin or HR Officer Signature
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13. Basic Function Of Position
 The incumbent serves as a Consular Assistant in the Consular Section, with duties split between the American Citizens Services (ACS) and Visa units. The primary function of the position is to provide operational support to the ACS, Visa, and Federal Benefits Unit functions. This position also provides back up for the consular cashier.

14. Major Duties and Responsibilities _____ % of Time

1. Visa Unit 40%

Assists with intake, data entry, printing, report preparation, and delivery of visa products as required. Responsible for processing incoming and outgoing nonimmigrant visa (NIV) Interview Waiver Cases through the courier in/out program. Receives and uploads information submitted by applicants through the CEAC (Consolidated Electronic Application Center) into the specialized consular computer system. Reviews visa applications and supporting documentation for proper preparation, completeness, and accuracy. Edits for errors and missing information. Ensures Visa Unit handouts provided to applicants are current and reflect proper guidance and procedures. Assist in maintaining visa files to include destruction of materials in accordance with disposition schedule. (See Addendum 1)

15. Qualifications Required For Effective Performance

a. Education

Two years of general university education (equivalent to two years of general university education in the United States). No degree required.

b. Prior Work Experience

Three years of progressively responsible experience in work involving the application of complex law, rules, and regulations, and customer service in a consular section.

c. Post Entry Training

Completion of FSI correspondence courses PC102 Immigration Law and Visa Operations, PC103 Nationality Law and Consular Procedures, PC014 Overseas Citizens Services, PC120 Consular Task Force Basics, PC419 Collecting Consular Fees: Training for the Consular Cashier, ACRS (website) training, and CMS (website) training within first year of service. (Approximately 40 hours total training.)

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) written/spoken English and Spanish is required.

e. Job Knowledge

Must have knowledge of Ecuadorian culture and social mores, and family relationships, be comfortable working with and applying regulations and statutes, be familiar with internal controls and fraud prevention investigative procedures. Must develop a working understanding of Ecuadorian legal environment and government structure and become familiar with host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, healthcare, and banking procedures.

f. Skills and Abilities

Superior interpersonal and creative skills for dealing with U.S. citizens, visa applicants, and other Consular Section customers on a professional level, including irate, mentally disturbed, and distressed customers. Must have good writing skills, intermediate knowledge of MS Office applications, and be able to type 30 words per minute. Must be able to work in the office and field under stressful, high-pressure, and sometimes hazardous conditions, such as disaster areas, death and/or crime scenes.

16. Position Element

a. Supervision Received

Works under direct supervision of the Visa Chief.

b. Supervision Exercised

None.

c. Available Guidelines

Immigration and Nationality Act, Foreign Affairs Manual on Passport/Citizenship Services and Overseas Citizen Services, Department of State handbook on correspondence and records management, and Ecuadorian Criminal and Civil Codes. Consular Section SOPs.

d. Exercise of Judgment

Must exercise good judgment to respond to public ACS and NIV inquiries and to route calls appropriately. Excellent judgment is also required to assess nationality/citizenship documents and NIV documentation for fraud, to comply with regulations, and understand when to ask for further advice or assistance.

e. Authority to Make Commitments

None.

f. Nature, Level, and Purpose of Contacts

Maintains working level contacts throughout the Embassy for ACS and NIV issues; maintains mid-level contacts in the RSO.

g. Time Expected to Reach Full Performance Level

One year.

Addendum 1

proficient in U.S. law and regulation pertaining to all visa classes.

2. Citizenship Document Processing 30%

Receives and verifies identify of individuals seeking ACS services, including passport, citizenship, and crime victim assistance. Accepts and reviews U.S. citizens applications, ensures that all documents are complete and correct. Uses knowledge of citizenship and nationality acquisition to prepare cases for adjudication by an officer. Enters information and scans documentation into ACS systems as required. Maintains paper case files in accordance with State Department regulations. Prepares emergency passports, Consular Reports of Birth Abroad (CRBA), and performs CLASS name checks. Prints and accepts shipments of passport/nationality documents. Performs quality assurance checks. Responsible for the integrity and appropriate use of passport foils and blank U.S. passports, all of which are controlled items.

Is the primary point of contact for post for diplomatic passport applications. In charge of reviewing applications and supporting documentation before submitting to the Special Issuance Agency (SIA). Maintains electronic logs of passports sent from/to post that are handled by SIA (Diplomatic/Official). Assists in managing preparation of documents and shipping process for all ACS documents and supporting documentation shipped to the Department of State for archiving. Coordinates DNA test appointments performed under USG guidelines for citizenship services between applicant and panel physician. Provides statistics of Citizenship Services provided.

3. Federal Benefits Unit 10%

Assist in preparation and submissions of claims adjudication proposal packages for benefits to the Embassy in Quito. Prepares and submits correspondence on federal benefits issues, to include correspondence with the Federal Benefits paying agencies and local resources. Request Social Security numbers for U.S. citizen residents in Ecuador.

4. Crisis Management 10%

Assist in the planning, documentation and logistics of the Consular Section's disaster preparation and response program. Assist in the maintenance and updating of the consular portion of post's Emergency Action Plan. Responsible for maintaining a stock of supplies and the Mission's emergency flyaway kits to be used in an emergency. Coordinate preparation for Task Force work among the Consular Section.

5. Additional Duties 10%

Assist the Correspondence Unit with incoming correspondence and prepare standard replies as requested. Create, maintain, and is responsible for correctness, completeness and safeguarding of several thousand files in the Visa and ACS systems, Consolidated Consular Database, and other Consular systems as necessary. All files contain sensitive information and/or PII, which is protected by the U.S. Privacy Act and the Immigration and Nationality Act; some files contain U.S. law enforcement information. Organizes and stocks interview windows on a daily basis.

The issues and tasks are varied and require a high level of knowledge of complex laws and procedures; command of the specialized computer systems, as well as the ability to learn and adapt quickly to frequent changes in laws, procedures, policies, and practices. The position requires the ability to communicate with applicants courteously, succinctly and accurately in both English and Spanish in a fast-paced, high stress environment. A high degree of integrity is required to ensure security of all accountable items, to maintain strict confidentiality of all applicant information, and to resist outside pressure for inappropriate consular assistance.

Serves as back-up to the Consular Cashier/Administrative position,. Performs other special duties/projects as assigned.