U. S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post	2. Agency	3a. Position Number
AMCONGEN GUAYAQUIL	**DOS**	**311802 A30057**

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	Passport Citizenship Assistant , FSN-1410	7		08/13/2015
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title)	7. Name of Employee VACANT
8. Office / Section US CONSULATE GENERAL	a. First Subdivision CONSULAR SECTION
b. Second Subdivision AMERICAN CITIZENSHIP ASSISTANT	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position

_____
Printed Name of Employee

_____ _____
Signature of employee Date (mm-dd-yyyy)

10. This is a complete and accurate description of the duties and responsibilities of this position

_____
Printed Name of Supervisor

_____ _____
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

_____
Printed Name of Chief or Agency Head

_____ _____
Signature of Section Chief or Agency Head Date (mm-dd-yyyy)

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 Admin or Human Resources Officer

_____ _____
Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)

13. BASIC FUNCTION OF POSITION

Incumbent is one of two Passport and Citizenship Services Assistants. Responsible for a variety of complex tasks in providing the full range of passport and citizenship services. Addresses difficult and unusual problems arising from citizenship adjudication. Provides information on Ecuadorian immigration, customs, legal procedures and practices. Manages financial assistance portfolio, to include assisting U.S. citizens who are victims of crimes, wish to be repatriated, or are otherwise destitute. Acts as case manager for cases involving children's issues, to include International Parental Child Abduction (IPCA) cases and other custody cases. Serves as Special Consular Services (SCS) Assistant in that employee's absence and when passport caseload permits and SCS caseload calls for support

14. MAJOR DUTIES AND RESPONSIBILITIES

Passport/Citizenship Services and Judicial/Notarial Services (65%)

Passport/Citizenship Services

Assists individuals seeking passport and citizenship services by providing guidance in the application process and communicating passport/nationality requirements and regulations to U.S. citizens. Assembles the supplemental documentation required to substantiate their eligibility for citizenship applications. Processes the full range of citizenship cases for submission to the Consular Officer for local adjudication, or to the Department in cases where an advisory opinion is required. Drafts advisory opinion requests to the Department in complicated cases. Assists the ACS officer by providing copies of relevant regulations in unusual or sensitive cases with emphasis on the grave implications of loss of nationality cases. Uses experience and knowledge to flag possible fraudulent cases. Scrutinizes all potential sources of fraud to guard against submission of fraudulent documentation, late registration of births, or identity switching. Makes recommendations to ACS Officer as to which cases should be referred to the Fraud Prevention Unit.

Enters passport and CRBA applicants' data into the ACS+ and the CCD systems. Selects the appropriate passport amendment text from an extensive variety of legal and regulatory codes. Prepares emergency passports on special printing equipment and performs consular namechecks in ACS+ and the CCD systems. Selects and prepares pertinent explanatory letters to accompany completed emergency passports to enable applicants to obtain mandatory replacement Overseas Photo-digitized Passports (OPDPs). Prepares letters for officers' signatures informing CRBA applicants of ineligibility to transmit citizenship. Electronically transmits passport cases to the Western Passport Center (WPC). Runs the daily transmission report in order to confirm that all cases have been accepted by WPC. Performs quality assurance on OPDPs, CRBAs and emergency passports.

Processes passport amendments in passport books and inserts extra pages after applicants have cleared the automated namecheck system. Receives passports and Consular Reports of Birth Abroad (CRBA) from courier and maintains alphabetical file of passports ready for pick up and delivers them to the owner. Enters stolen passport data received in person, telephonically, or by email to avert abuse of stolen passports. Reviews and transmits Embassy mission employees' applications for official and diplomatic passports. Prepares destruction memos and packets for the return and disposal of passports and CRBAs in accordance with Department guidelines. Performs ad-hoc citizenship verification checks.

Judicial/Notarial Services

Accepts and prepares documents for notarial and judicial services provided by Consulate. Advises ACS officer as to questionable requests for service and local conditions that may affect the taking of depositions and other judicial services.

Provides information to the ACS Unit Chief on Ecuadorian Immigration, customs, legal procedures and practices. Trains new LE Staff and Consular Officers in all post specific passport processing procedures; Ecuadorian immigration law, characteristics of and procedures for obtaining Ecuadorian travel and civil documents, relevant Ecuadorian family law (marriages, adoptions, etc.), and pertinent customs and cultural norms, especially relating to family relationships, naming conventions, and education.

Assists U.S. citizens with local laws and practices relating to dual nationality, residency requirements, IRS matters, voting, U.S. customs, marriage and divorce, child custody, and Selective Service registration requirements.

Special/Emergency Consular Services (35%)

Financial Assistance

Manages financial assistance portfolio, to include assisting U.S. citizens who are victims of crimes, wish to be repatriated, or are otherwise destitute. Enters relevant information into the ACS+ system. In repatriation cases, coordinates travel itinerary with Post's Management Assistant to ensure that the lowest price fare is secured. Contacts friends or family of the destitute citizen to secure funds. Provides information to friends and family on the OCS Trust mechanism or sending money through a commercial service like Western Union. Uses contacts in Ecuadorian government, business, and society, to ensure that the U.S. Mission in Ecuador is aware of U.S. citizens in distress and to provide local resource contacts to the U.S. citizen.

Children's Issues

Case manager for cases involving children's issues, to include International Parental Child Abduction (IPCA) cases and other and custody cases. Reports on development of cases to U.S. Central Authority in Washington. Assists Consulate General Guayaquil in coordinating with the Embassy and the Ecuadorian Central Authority in Quito. Manages ACS+ case files, prepares reports and necessary documentation, and conducts welfare and whereabouts visits on individual cases as necessary.

SCS Assistant Back-up
Serves as Special Consular Services (SCS) Assistant in that employee's absence and when passport caseload permits and SCS caseload calls for support.

15. REQUIRED QUALIFICATIONS

EDUCATION: Completion of high school required plus two years of post-secondary education.

PRIOR WORK EXPERIENCE: Must have at least two years of increasingly responsible work which involves the application of complex regulatory material or law interpretation and a continuous contact with the public.

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 legal environment and government structure. Knowledge of host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, adoption, legitimating, social insurance and banking provisions is required. In addition, must be experienced working with U.S. regulations and statutes, such as the Immigration and Nationality Act. 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. Must be available on weekends and after hours in order to assist U.S. citizens.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

16. POSITION ELEMENTS

SUPERVISION RECEIVED: Works under general supervision of the ACS Supervisor, American Citizen Services Officer, and Chief of Consular Section. Assignments are given with minimal instruction and completed work is spot checked to ensure compliance with regulations and procedures.

AVAILABLE GUIDELINES: Immigration and Nationality Act, Foreign Affairs Manual on Passport/Citizenship Services and Overseas Citizen Services, and Ecuadorian Criminal and Civil Codes.

EXERCISE OF JUDGMENT: Due to extremely sensitive citizenship claims and related services, and in dealing with local authorities on reconciling U.S. and Ecuadorian citizenship issues, careful judgment is required.

AUTHORITY TO MAKE COMMITMENTS: None.

NATURE, LEVEL, AND PURPOSE OF CONTACTS: Maintains an extensive range of contacts in the host government agencies dealing with immigration and citizenship issues. Works with schools, U.S. companies and other U.S. agencies having significant presence to ensure documentation and registration duties are carried out. Maintains upper and working level contacts throughout government and private sector in order to keep abreast of changes in the Ecuadorian legal code that affect American citizens and learn about American citizens in distress. Incumbent also uses contacts to arrange emergency evacuations, hospitalizations, allow entry/departure of Americans without required papers. Maintains contacts in the Office of Overseas Citizens Services at the Department.

SUPERVISION EXERCISED: None.

TIME REQUIRED TO PERFORM FULL RANGE OF DUTIES AFTER ENTRY IN TO THE POSITION: Two years.