

## POSITION DESCRIPTION FOR CONSULAR AGENT - COZUMEL

### **Legal Authorities and Area of Responsibility**

The Consular Agent is responsible for providing emergency consular services as authorized by 22 USC Section 3943 (Section 303 of the Foreign Service Act of 1980) and the U.S. Department of State regulations in Title 22, Code of Federal Regulations (CFR) 71.1 and 71.6.

### **Supervision**

The Consular Agent is under the direct supervision of the U.S. Consulate General in Merida, Mexico, reporting to the Consular Section Chief. The incumbent receives an annual performance evaluation rated by the Consular Section Chief and reviewed by the Principal Officer. Training, supplies, and logistical support will be provided by the U.S. Department of State and the U.S. Consulate General Merida.

### **Major Duties and Responsibilities**

1. The Consular Agent ensures that all American citizens requesting assistance are provided with prompt and courteous service to the extent allowed by U.S. law, regulations, and instructions provided by the Supervising Consular Officer.
2. Emergency services that include, but are not limited to, reporting arrests, notifying the Consulate of deaths of U.S. citizens and assisting the decedent's next-of-kin with funeral arrangements and safeguarding of personal effects, visiting and assisting injured or hospitalized U.S. citizens, relaying emergency messages from family members, assisting destitute U.S. citizens, and attempting to locate missing U.S. citizens.
3. The Consular Agent conducts visits and reports to the Consulate General Merida on the welfare and whereabouts of children who are subjects of international child custody disputes.
4. Under the supervision of the Consulate General Merida, the Consular Agent is expected to develop a network of contacts among local officials and community members who can be of assistance in the performance of official duties.
5. One day per week, and during extended periods of absence by the Playa del Carmen Consular Agent, the Consular Agent will work at the Playa del Carmen Consular Agency to provide routine services such as acceptance of passport and birth registration applications, and notarials, possibly serving as sub-cashier for the collection of consular fees. In exceptional circumstances, the Consular Agent may also provide back-up assistance at the Cancun Consular Agency.
6. The Consular Agent maintains a written record of all consular services performed on behalf of American citizens and submits regular reports to the Supervising Consular Officer at the Consulate General Merida. The Consular Agent will not collect fees (but rather refer fee services to either the Consular Agencies in Cancun or Playa del Carmen, or to Consulate General Merida).

The services that a consular agent performs are described in detail in the Consular Agent's Guidebook, which the incumbent will be provided upon entry on duty. The incumbent is expected to be familiar with Volume 3 Section 8900 and all of Volume 7 of the Foreign Affairs Manual. Copies of these references will be provided at entry on duty.

## **Duty Schedule, Work Environment and Compensation**

The Consular Agent, while on-site in Cozumel, will not maintain regular office hours for the public, but will provide emergency citizen services only. When not working on-site, the Consular Agent will telecommute. The Consular Agent is not permitted to perform consular services at the telecommute location. At least one day per week, or as needed, the Consular Agent will travel from Cozumel to Playa del Carmen to work at the Consular Agency.

Unless authorized leave by the Consular Section Chief or Principal Officer to be away from the assigned area of territorial jurisdiction, the Consular Agent must be on call by duty cellular phone and able to assist American citizens in emergencies 24 hours per day, every day of the year.

The Consular Agent will use his or her own vehicle or taxis as needed. Reimbursement will be paid for official travel.

The Consular Agent will be provided a Blackberry, RSA soft token, laptop computer, printer/fax/scanner/copier unit, satellite phone, flyaway kit, a bar-lock filing cabinet to maintain files before forwarding them to the supervisory post, and access to a State Department email. Consular files may not be stored together with personal documents. The Consular Agent must have a high-speed internet connection and a personal computer in order to communicate with Consulate General Merida. The agent will be reimbursed for home phone/internet/fax service.

The Consular Agent will be paid a salary according to the pay plan and grade of the position, as established by the Department of State. The salary is based on a minimum determined number of hours each biweekly pay period, whether or not the Consular Agent actually worked more or less hours.

Any additional benefits the Consular Agent receives (e.g., limited reimbursement for health insurance) are determined by the Department of State's Bureau of Consular Affairs.

## **Selection Criteria and Conditions of Employment**

The selected candidate must be a U.S. citizen, year-round resident of Cozumel, Quintana Roo, Mexico with authorization to work in Mexico. The selected candidate must demonstrate fluency in the Spanish and English languages. The selectee will provide emergency citizen services on Cozumel. Weekly ferry travel to/from Playa del Carmen will be required. One day per week, the selected candidate will work at the Consular Agency in Playa del Carmen; may be more frequent, if needed. When not engaged in providing on-site citizen services in the field, the selected candidate will telecommute as required.

Although the Consular Agent may be informally accorded "honorary consul" status by the Government of Mexico, the Consular Agent is not a diplomatic or consular officer of the United States of America. Therefore, the Consular Agent is not entitled to the privileges and immunities that diplomatic or consular officers enjoy under international law.

During the first year of employment, the new Consular Agent is initially appointed as an "Acting Consular Agent," pending completion of a suitability and background check (3 FAM 8912.4 <<<http://arpsdir.a.state.gov/fam/03fam/03fam8910.doc>>>) required for a Public Trust Certification security clearance. Required forms and procedures will be provided at entry on duty.

After the first year of employment, limited appointments of up to three years at a time, with no limit on the number of extensions, may be requested by the supervising post and approved by the Department of State.

