

13. Basic Function of Position

Performs a variety of moderately difficult and responsible tasks relating to passport, citizenship, federal benefits and special consular services for American citizens. This position serves in a supporting role to ACS Case Workers and Managers Incumbent acts as ACS cashier and accurately and efficiently records all fee transactions in ACRS.

14. Major Duties and Responsibilities

**Consular Services for American Citizens**

**75%**

The employee is supervised by a Senior Citizen Services Specialist. Employee is expected to support ACS Case Workers in handling a wide range of consular service cases. The employee will be skilled in the standard tasks of citizenship claims, passport applications, issuance of consular reports of birth and other related responsibilities. With direction from the Senior Supervisory ACS assistant, employee expected to be skillful in developing and using contacts for American services needs.

Employee prepares passport, consular report of birth cases for adjudication by the American officer and produces the final documents that are issued. These tasks would include pre-screening cases for eligibility for benefits with special attention to possible malafide applications, translating between the American officer and the applicant as necessary, data entry, checking names against the CLASS database, recommending cases to the American officer for approval, preparation of passports, of card and computer based American citizen registration records and of consular reports of birth. The employee makes particular use of this routine function in order to gather basic information from American citizens needed to update their registration records, especially e-mail addresses. He or she is also responsible for preparing and sending monthly passport and report of birth reports. With training, the employee should be skilled in detecting suspicious cases for further investigation by the Fraud Prevention Unit.

Employee prepares for consular officers' signatures documents for a full range of notary services. Employee is primarily responsible for maintaining all files in the ACS Unit. Also is responsible as Unit cashier for collecting fees for passport and citizenship services.

Incumbent serves as the ACS cashier for acceptance of ACS fees in the form of cash, demand draft or credit card and issues appropriate receipt. Funds collected are deposited with the Class B cashier on a daily basis.

**Federal Benefit Services**

**15%**

Provides basic information on federal benefits and services, such as Social Security. Maintains records on recipients of Federal benefits in the consular district, mails monthly benefit checks to recipients and keeps track of the Direct Deposit transfer to beneficiaries. Incumbent assists federal benefit recipients to contact appropriate agencies to obtain services.

**Others**

**10%**

With moderate direction, the jobholder must respond to email inquiries on a variety of ACS topics. Jobholder will also support ACS caseworkers as they handle cases, such as deaths, arrest, destitution cases and welfare and whereabouts checks. The employee must develop a working knowledge of India law and society, knowledge of Department guidelines and a good understanding of the workings of the Department and other government bodies. Interpreting for Consular Officers when necessary.

15. Qualifications Required For Effective Performance

- a) Education: Completion of Bachelor's degree in Arts (Humanities) Business (Commerce) or Science/Technology is required.
- b) Prior Work Experience: Minimum three years of progressively responsible work involving public contact, customer service and application of regulatory material.
- c) Post Entry Training: Successful completion of FSI Consular Correspondence Courses PC102, PC103 and PC104 is required to achieve full performance level. Training in automated consular systems.
- d) Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level 4 in English (speaking, reading, writing), Level 4 in Hindi, Gujarati and Marathi (speaking required)
- e) Job Knowledge: In order to perform passport and citizenship work with some expertise, the employee must develop knowledge of 7 FAM and familiarity with citizenship sections of the Immigration and Nationality Act. To provide a full range of services to U.S. citizens, he should develop a basic understanding of the fraud prevention, non-immigrant visa, immigrant visa and correspondence units and State Department procedural guidelines. The employee should develop a basic understanding of local laws concerning immigration, crime, property, marriage/divorce etc. The employee should develop a basic understanding of regulations relating to Social Security benefits.
- f) Skills and Abilities: A thorough knowledge of MS Office and Internet Explorer

16. Position Elements

- a) Supervision Received: Supervised by a Senior Citizen Services Specialist and reviewed by the American Unit Chief.
- b) Supervision Exercised: None
- c) Available Guidelines: Immigration and Nationality Act, 7 FAM and 9 FAM; ALDACs and instructions from the State Department; mission and post Standard Operating Procedures; and Consular Officers' guidance.
- d) Exercise of Judgment: Exercise a great deal of tact and good judgment in dealing with American citizen clients and, as necessary, Government of India officials, often under difficult and sensitive circumstances. Must maintain the highest ethical standards. Must know when to seek advice and counsel on issues beyond his/her experience, ability, or responsibility.
- e) Authority to Make Commitments: N/A
- f) Nature, Level and Purpose of Contacts: Has continuous daily contact with American citizens seeking consular services. Occasional contact with Government of India officials in line with consular efforts.
- g) Time Expected to Reach Full Performance Level: One year