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 NO.
Lagos	State	A31240

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 No. _____ , _____ (Title) _____ (Series) _____ (Grade)

☒ b. New Position

☐ c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Office Management Assistant (Consular)	FSN-8		04/07/2016
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Consular Office Management Assistant	7. NAME OF EMPLOYEE
8. OFFICE/SECTION Consular	a. First Subdivision Consular
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.

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

13. BASIC FUNCTION OF POSITION

The incumbent is primarily an office manager who fulfills a variety of functions. In addition to organizing the Consular Section Chief's schedule and correspondence, the incumbent also serves as the Consular Section's expert on the Embassy's automated personnel, travel, and procurement systems. The incumbent provides exceptional customer service to the many VIPs applying for visas and provides complete and accurate information in response to inquiries.

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14. MAJOR DUTIES AND RESPONSIBILITIES	% OF TIME
A) Scheduling and contacts: 35%	
• Maintains the Consular Section Chief's schedule and assists the Chief with correspondence and calls. • Organizes meetings with Government of Nigeria officials and other diplomatic colleagues. • Manages consular section contact list, official invitations, and gratuities. • Controls access to section by non-consular personnel. • Fields telephone calls, routes calls to Consul as appropriate, provides email address to individuals with visa questions.	
B) Correspondence 20%	
• Prepares diplomatic notes and tracks congressional correspondence. • Routes high-level correspondence regarding visa inquiries to appropriate staff. • Accepts, sorts, and distributes DHL, Federal Express, UPS, USPS packages and official mail. • Provides support for official and diplomatic visas issued under cover of Diplomatic Note.	
C) Travel 15%	

- Manages all aspects of consular travel. Serves as consular section expert for the State Department's travel system, e-Travel, and assists staff with requesting travel authorizations, arranging travel, submitting vouchers, and collecting reimbursements.
- Manages all aspects of services required for incoming new and TDY officers and LES.

D) Visa Referral Program 10%

- Accepts visa referral paperwork from other sections on behalf of the consular chief, ensuring submissions are complete.
- Enters applicant bio data in INK, obtains approval from Consular Chief to schedule interview.
- Schedules referral interview or obtains passport in cases when interview can be waived.
- Facilitates pass back of visa'd passports to Embassy sections.
- Schedules periodic visa referral briefings for new Embassy employees.
- Updates NIV application for signed Referral Program Compliance Agreements.

E) E-Services 10%

- Provides logistical support for consular section visitors.
- Manages consular equipment and supplies through the State Department's procurement system, Ariba.
- Manages consular section's maintenance issues through eServices.

F) Time and Attendance 10%

- Prepares the consular section's Time and Attendance reports.
- Prepares staff time reconciliation for annual Consular Package submission.
- Maintains section leave calendar.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

A college or university degree level qualification in Social Sciences, any Sciences, Language Arts, or Business Administration required.

b. Prior Work Experience:

Three years relevant work experience in general administrative work dealing with diplomatic missions, NGO's, government offices or private sector companies is required.

c. Post Entry Training:

On-the-job training. Orientation in all areas of Consular work, including background regulatory requirements. On-the-job training in Consular automated systems in context of support requirements. Orientation in responsibilities of key Embassy offices/functions.

d. Language Proficiency:

(List both English and host country language(s) proficiency requirements by level (II, III) and specialization (speak/read)

English Level IV (Fluent) ability speaking/reading/writing English is required. (Language proficiency will be tested).

e. Job Knowledge:

Typing skills (40wpm) and familiar with computer software (MS word) is required.

f. Skills and Abilities:

Ability to draft routine correspondence and cables using examples as a guide.

Ability to work well with others and be public service oriented.

Ability to work under pressure and meet deadlines.

Ability to work independently.

As the role is highly visible, the incumbent will need to demonstrate the ability to quickly establish credible relationships at various levels throughout the Embassy. The ability to build and maintain a good rapport with external contacts is vital. Ability to communicate clearly when dealing with a wide variety of people at all levels, as the employee will be required to speak with authority, negotiate and directly influence people's decisions.

Must have a highly proactive work ethic as s/he will be expected to work largely on own initiative. Flexibility is also critical, as is an ability to work well under pressure and manage a varied and constantly changing workload.

16. POSITION ELEMENTS

a. Supervision Received:

The Country Consular Coordinator provides general supervision and guidance and sets overall section priorities and agenda. Incumbent is required to work independently on own initiative and set own priorities with limited supervision.

b. Supervision Exercised:

None.

c. Available Guidelines:

Department of State Telegrams, Consular directives and instructions, Standard Operating Procedures, Foreign Affairs Manual volumes 7,8,and 9; Privacy Act; local policy and procedural directives. Volumes 3, 4, 5, 6, 7, 8 and 9 FAM Handbooks; FSN Employee handbook; Administrative Announcements and Instructions; Consular regulations and directives.

d. Exercise of Judgment:

The incumbent is required to exercise a great deal of judgment and tact in direct dealings with Consulate General personnel and external contacts.

e. Authority to Make Commitments:

Incumbent does not have authority to make commitments on behalf of the section.

f. Nature, Level and Purpose of Contacts:

Maintenance of relationships is an essential part of the position and the employee must develop and maintain strong links with a number of external entities. The employee is required to develop a broad network of contacts within the Embassy and maintain excellent telephone and personal contact with all levels regarding support requirements for Consular operations. S/he will have regular contact with U.S. and host government officials, other diplomatic missions, members of private organizations, company representatives and members of the public commenting on consular services.

g. Time Expected to Reach Full Performance Level:

Six months for an entrant with prior office management experience. One year for a direct entrant with no experience.