

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma is required.
- b. Prior Work Experience:
Three (3) years experience in internal or external customer service, such as experience as secretary, general clerical or office assistant, is required.
- c. Post Entry Training:
None. During probationary period, incumbent must receive on the job 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) Speaking/Reading/Writing Spanish is required. Level III (Good Working Knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must be able to research and understand complex regulatory documents such as Consular and DHS regulations, legal precedents regarding non-immigrant visa cases and procedures, post specific policies relating to visa processing, and policy and procedural guidance issued by the Bureau of Consular Affairs and the Department of Homeland Security. General knowledge of the culture and the socio-economic situation in Panama and at least basic understanding of U.S. Non-Immigrant visa processing are required. Must know how to use a wide variety of computer applications including Word, Excel, Outlook and Internet Explorer.
- f. Skills and Abilities:
Typing skills, use of telephone relay systems, knowledge of basic filing systems, and ability to deal courteously and effectively with the public are required.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by Visa Assistant (position No. N31201) and is reviewed by the American NIV Unit Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAMs, online correspondence courses, CDs and Manuals.
- d. Exercise of Judgment:
Incumbent must use judgment in dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:
None
- f. Nature, Level and Purpose of Contacts:

Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.

- g. Time Expected to Reach Full Performance Level:
One year.

14. MAJOR DUTIES AND RESPONSIBILITIES

General Consular Services: The incumbent assists Consular FSO and LES supervisors in general office management. Pre-screens and performs data-entry for non-immigrant and immigrant (as needed) visa applications in preparation for interview by FSO. (45%) Carry out specific tasks assigned by supervisors, including printing visas, preparing passports for return courier delivery, and preparing and shipping non-immigrant files to the Kentucky Consular Center. (20%) Provides general information related to processing for non-immigrant and immigrant (when needed) visas via phone, e-mail, and in person. (10%) Prepares and tracks clearance cables in compliance with Departmental regulations and scans documents into cases requiring additional administrative processing. (10%) When required, prepares immigrant visa ineligibility waiver requests and immigrant visa revocation requests for FSO review. (5%) Process daily and monthly reports for NIV and IV as needed. (5%) Maintain CLASS lookout system under full aspects of accountability. (5%)