

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST Panama	2. AGENCY State	3a. POSITION NO. N31122
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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. N31002 , VISA ASSISTANT (Title) 1415 (Series) FSN8 (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	VISA ASSISTANT, 1415	FSN-7 FP-7	JG	09/19/04
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Visa Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Consular Section	a. First Subdivision Visa Unit
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 Local 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 American Supervisor Date(mm-dd-yy)	_____ Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION
 The incumbent screens incoming documentation and information from different sources for immigrant visa (IV) applications, and non-immigrant visa applications when needed, for visa adjudication. Incumbent also replaces senior LES supervisor for IV matters in her absence.

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME
See Continuation Sheet

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma required.
- b. Prior Work Experience:
Three (3) years experience in internal or external customer service, such as secretary, general clerical or office assistant 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 Dept. of Homeland Security (DHS) regulations, legal precedence regarding 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 DHS. General knowledge of the culture and the socio-economic situation in Panama and at least basic understanding of U.S. immigrant visa processing are required, in order to give appropriate guidance to FSOs. 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 systems, knowledge of basic filing systems, ability and willingness to utilize written and online resources to research questions and resolve them, ability to deal courteously and effectively with the public required. Must also have the ability to work as part of a team with the FSO and other Consular Section members to complete IV visa adjudication and issuance in a timely and effective manner.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by Visa Assistant (position No. N31101) and is reviewed by the American Immigrant Visa Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAM and online courses.
- d. Exercise of Judgment:
Incumbent must use judgment in dealing with requests from the public. Must be able to determine which inquiries require referrals 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.

Time Expected to Reach Full Performance Level: One year.

MAJOR DUTIES AND RESPONSIBILITIES (continuation)

Accepts case packets from the National Visa Center (NVC) and the local U.S. Citizenship and Immigration Services (USCIS) office, pre-screening and performing data-entry for immigrant visa applications in preparation for interview by FSO, reviewing IV cases in detail to detect all relevant information prior to officer's interview, including but not limited to identifying any required documents that are missing from the file, flagging any possible inconsistencies or ineligibilities indicated in the file for the officer's review, and contacting the applicants well in advance of the interview to remind them to bring any missing documents. 45%

Provides general information related to the processing of immigrant visas, specifically by responding to in-person, electronic and telephonic inquiries in a timely, accurate, and comprehensive manner. 20%

Assists Consular FSO and LES supervisors in general office management, must be able to carry out specific tasks assigned by supervisors, including correspondence and interaction with panel physicians. Assists the FSO in the periodic review and evaluation of the physical exam procedures conducted by panel physician locations and their handling of special issues such as TN screening, alcohol and substance abuse, and other special evaluation, as required. 10%

Prints immigrant visas and prepares packets required by Department of Homeland Security (DHS) for entry into the United States. 10%

Processes daily and monthly reports for IV and NIV, when needed, and participates in the annual review of the operation of the IV unit. Conducts regular reviews of pending case files to ensure that they are not allowed to expire unnecessarily nor are they allowed to accumulate when they are no longer active and will likely never become active. 10%

Assists with preparation of non-immigrant visa applications and related correspondence, when needed, and perform other related duties as assigned. 5%