

**U.S. Department of State
INTERAGENCY FOREIGN SERVICE NATIONAL 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. 97-971762
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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 97-972094

4. REASON FOR SUBMISSION

- a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) Recruitment Process

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Consular Assistant, 1405	FP-7; FSN-7	MAM	05/26/09
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Consular Assistant	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Consular Section	a. First Subdivision Visa Unit
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b. Second Subdivision	c. Third Subdivision
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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 will work in the Visa Unit, with the majority of the time spent on fingerprinting nonimmigrant and immigrant visa applicants while simultaneously serving as a data quality control check. The incumbent will also perform Visa Assistant duties, including pre-screening nonimmigrant visa (NIV) applications, receiving and entering applications in the NIV system, and responding to applicant inquiries by e-mail and phone. The incumbent will be the cleared American witness for DNA tests. The incumbent may also handle special projects, such as collaborating with the Embassy cashier and Accountable Consular Officer on NIV application fee refund tracking and processing, and updating visa information on the Embassy website, or other duties as assigned.

14. MAJOR DUTIES AND RESPONSIBILITIES

See attached

% OF TIME

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma or GED equivalent is required.
- b. Prior Work Experience:
Two (2) to Three (3) years experience in customer service, such as experience as secretary or general clerical or office assistant is required.
- c. Post Entry Training:
Online trainings about how to collect quality fingerprints.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level II (Limited knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good working knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must have a good knowledge of general clerical practices and procedures. Must know how to use Microsoft Office Suite.
- f. Skills and Abilities:
Keyboarding skills are required. Must be able to input data in consular systems with minimum errors, and spot and correct errors made by others (applicants and fellow staff). Must be able to learn how to use a telephone relay system. Ability to deal courteously and effectively with the public is required. Must be tactful when providing and requesting information.

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.
- d. Exercise of Judgment:
Incumbent must use judgment when 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	% of time
a. Takes highest quality fingerprints possible of all visa applicants, verifies all applicants have read and agreed to the biometric signature oath/affirmation, and ensures data in all cases are accurate before passing applicants to the officers for interview. Keeps record of errors corrected for use by NIV managers in trend analysis.	65%
b. Responds to applicant inquiries by e-mail and phone; and assists with other related NIV tasks, as assigned. Drafts responses to written inquiries, including Congressional inquiries.	10%
c. Manages special projects, website updates, lost and stolen passport/visa records, and others assigned by supervisors or self-identified and approved by supervisors.	10%
d. Serves as the cleared American witness for DNA tests of American Citizen Services (ACS) and immigrant visa applicants, responsible from beginning to end for strictly adhering to the rigorous regulatory and documentary requirements to ensure post compliance with, and integrity of, this important process. Conducts name checks in the ACS system for all visa applicants who used to be legal permanent residents or American citizens.	5%
e. Assist with managing NIV appointment website including managing group, emergency, and legacy cases.	10%