

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: Two years of university or college or the equivalent of an Associate's degree is required.
- b. Prior Work Experience: Three years experience in customer service is required. Two years of supervisory experience is required.
- c. Post Entry Training: During probationary period, incumbent must take online courses on the following: U.S. immigration laws and regulations, visa operations, consular applications training for IV and NIV systems, and leadership and supervisor training. Also, incumbent will receive on-the-job training on U.S. immigration law, Department of State laws and regulations (including the Foreign Affairs Manual, or FAM), and the Consular Section's responsibilities and functions.
- d. Language Proficiency: Level IV (fluent) Speaking/Reading/Writing Spanish is required. Level IV (fluent) Speaking/Reading/Writing English is required.
- e. Job Knowledge: Must know the cultural and socio-economic situation of the host country (Panama). Must be familiar with valid Panamanian documents such as passports, birth certificates, marriage certificates, etc., and be able to detect fraudulent documents. Must have basic knowledge of Panamanian immigration, police and judicial systems. Must have good knowledge of Panamanian laws pertaining to marriage, divorce, and adoption. Must possess in-depth knowledge of, and familiarity with, high-profile individuals, such as government officials, political leaders, businessmen, prominent families, church and social movement leaders, etc. Must know how to use MS Office applications such as Outlook, Power Point, Word, Excel, and Access. Must know how to navigate the Internet and Intranet.
- f. Skills and Abilities: Must possess and apply ability to research, interpret, and understand regulations, U.S. immigration law, policies and procedures. Must use good judgment and substantive knowledge to determine cases of possible fraud in visa applications. Must be able to deal with difficult and/or angry clients and to provide all customers with proper guidance in a courteous and professional manner. Incumbent must be able to allocate personnel resources to meet constantly shifting demands. Incumbent must also have the ability to devise and propose changes to internal procedures based on analysis of daily and weekly workflow, and in the face of ever-changing policy considerations and new visa requirements.

16. POSITION ELEMENTS

- a. Supervision Received: Incumbent receives direction from the Chief of the Visa Unit, but is expected to use good judgment to solve many issues independently.
- b. Supervision Exercised: Incumbent directly supervises five (5) full-time FNS visa assistants (position Nos. A31223, A31224, N31225, A31222, and N31122), two (2) part-time EFM consular assistants (position Nos. 97-971762 and 97-972094), and provides instruction and guidance to interns and other temporary hires as needed.
- c. Available Guidelines: U.S. Immigration and Nationality Act (INA), Foreign Affairs Manual (FAM), Department of State telegrams, and Intranet.
- d. Exercise of Judgment: Employee must demonstrate judgment, tact, and have capacity to impart firm appearance of command and control since a large part of the duties involves contact with a persistent and demanding public. Must also display a sympathetic and sensitive attitude.
- e. Authority to Make Commitments: None

- f. Nature, Level, and Purpose of Contacts: The incumbent has contact with a wide range of individuals and organizations, including local immigration authorities, the Ministry of Foreign Affairs and other diplomatic missions for diplomatic and official visa requests, various GOP entities involved in international adoption, colleagues from across the Embassy with visa-related questions, the National Visa Center to schedule immigrant visa appointments, the contractor who provides visa-related support services, and a wide cross-section of society who visit or call the Consular Section on visa matters, including American citizens petitioning for the immigration of loved ones.
- g. Time Expected to Reach Full Performance Level: Two years.

14. Major Duties and Responsibilities (continuation)

% of time

instruction on technical aspects of NIV and IV processing to FSNs, EFM, and officers, ensuring compliance with Department regulations and U.S. immigration law. Ensures all public inquiries receive a prompt and accurate reply. **40% of time**

2) Serves as primary liaison with the contract company that provides support services, including fee collection, appointment scheduling, call center, website, greeters, and document delivery, closely monitoring quality and any complaints about services. Ensures that any problems with the services are quickly identified and resolved, and that the service provider is kept up to date about any changes in procedures. Also liaises with outside organizations, GOP officials, and colleagues within the Mission to provide guidance about visa procedures, as well as with the National Visa Center on IV scheduling and document issues. Ensures public information on the Embassy website related to visas is up to date and useful. **20% of time**

3) Cross-trains entire visa team to be fully functional in both NIV and IV responsibilities, as well as to take turns acting as supervisor during incumbent's absences. Maintains up-to-date training materials for this purpose, so new staff all receive the same instruction. Engages staff in training one another, where possible. **15% of time**

4) Proactively identifies both small-scale and systemic problems in visa processing and solves them. When unable to solve issues alone, consults with supervisor to work out the best solution. Seeks out ways to increase visa processing efficiencies. Documents existing and improved procedures for everyone's reference. Holds regular staff meetings to discuss possible improvements and ensure all staff and officers understand existing procedures. **10% of time**

5) Maintains current position descriptions and work development plans for all staff; routinely counsels each staff member on his/her performance, including areas for improvement; and writes accurate performance evaluations on an annual basis for each employee. Closely monitors staff productivity to ensure all are contributing the most they can to the best of their ability. Works closely with staff who need assistance to improve their performance. Identifies special projects for each staff member to keep them engaged. Addresses all disciplinary problems in a timely manner. Manages all visa staff leave requests, ensuring adequate staffing for anticipated workload at all times. **10% of time**

6) Other duties, as assigned, including backing up staff who are absent. **5% of time**