

**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)

<b>1. POST</b> Panama	<b>2. AGENCY</b> State	<b>3a. POSITION NO.</b> A31225
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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 3 A31122, N31222, A31223  No

**4. REASON FOR SUBMISSION**

a. Redescription of duties: This position replaces  
 Position No. C30124, VISA ASSISTANT (Title) 1415 (Series) FSN 6 (Grade)

b. New Position

c. Other (explain) Update (3/4/13) Duties and Responsibilities

<b>5. CLASSIFICATION ACTION</b>	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Visa Assistant, 1415	FSN7; FP7	JG	09/19/04
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> Visa Assistant	<b>7. NAME OF EMPLOYEE</b>
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<b>8. OFFICE/SECTION</b> Consular Section	a. First Subdivision Visa Unit
b. Second Subdivision	c. Third Subdivision

<b>9. This is a complete and accurate description of the duties and responsibilities of my position.</b>	<b>10. This is a complete and accurate description of the duties and responsibilities of this position.</b>
_____ Typed Name and Signature of Employee      Date(mm-dd-yy)	_____ Typed Name and Signature of Local Supervisor      Date(mm-dd-yy)

<b>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.</b>	<b>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.</b>
_____ 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 evaluates and responds to complex visa cases, synthesizing local knowledge, Department regulations and post policies, including managing incoming documentation and information from different sources for both non-immigrant and immigrant (when needed) visa applications for visa adjudication. Incumbent also has high level of responsibility for accountable items to include passports and visa foils. Incumbent displays superior customer service skills and teamwork with colleagues.

<b>14. MAJOR DUTIES AND RESPONSIBILITIES</b>	<b>% OF TIME</b>
( See attached )	

## **15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education: Two years of college or university is required.
- b. Prior Work Experience:  
One (1) year of experience in internal or external customer service, such 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 Dept. of Homeland Security (DHS) regulations, legal precedence 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 Dept. of Homeland Security. General knowledge of the culture and the socio-economic situation in Panama and at least basic understanding of US non-immigrant visa processing are required. Must have demonstrated experience in synthesizing complex information in order to provide accurate and timely support to customers, colleagues, and superiors.
- f. Skills and Abilities:  
Must know how to use a wide variety of computer applications including Word, Excel, Outlook and Internet Explorer. Must have typing skills. Must be able to courteously and efficiently deal with internal and external customers while complying with all regulations relative to visa operations.

## **16. POSITION ELEMENTS**

- a. Supervision Received:  
Incumbent is supervised directly by Visa Unit Supervisor (Position No. N31101).
- b. Supervision Exercised:  
None
- c. Available Guidelines:  
FAMs, immigration and Nationality Act, post-specific SOPs, guidance from Bureau of Consular Affairs, online FSI courses, and on-site FSI training.
- d. Exercise of Judgment:  
Incumbent must use judgment in dealing with requests from the public. Must be able to identify possible fraudulent or priority cases and determine which of these cases or 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 administrative and procedural basis. Must be able to manage inquiries from outsourced visa scheduling company and prioritize responses based on U.S. law and post policy.

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

**14. MAJOR DUTIES AND RESPONSIBILITIES**

- Incumbent assists Consular FSO and LES supervisors in general office management. Completes intake functions including taking biometric data and evaluating identity documents. Intake includes screening applications for proper visa classification and for possible discrepancies utilizing knowledge of local economy and laws. Identifies and processes applicants who may require priority attention.

**40%**

- Print visas by accepting responsibility for visa foils, coordinating outstanding officer interagency security clearances, managing corrections to ensure efficient use of accountable items, and providing quality control oversight to ensure national security compliance. Provides daily reconciliation of assigned visa foils to section's accountable officer. Manage secure and accurate pass back to outsourced visa courier service and to visa customers.

**20%**

- Develop detailed non-immigrant visa knowledge related to 9 FAM, U.S. immigration law, U.S. policy having the effect of U.S. law, legal precedents regarding immigration cases and procedures, post-specific policies relating to visa issuance, policy and procedural guidelines issued by the Bureau of Consular Affairs, the US Customs and Immigration Service, and the Department of Homeland Security, using all training resources available. Due to experience and training in the area, provides advice and recommendations to junior staff, colleagues, supervisors, and FSOs regarding visa application procedures, visa eligibility requirements, procedural precedents, and detailed policies of the host country related to immigration to the U.S., child custody issues, and exit requirements on complex visa cases.

**15%**

- Become fully cross trained in Immigrant Visa law and processes in order to provide complete support to the Immigrant Visa Unit when required, to include detailed knowledge of immigrant visa law and intake procedures, and preparing immigrant visa ineligibility waiver requests and immigrant visa revocation requests for FSO review,

**10%**

- Provide general information related to processing for non-immigrant and immigrant visas via phone, email and in-person, consistent with the regulatory framework and in a manner that advances public diplomacy goals.

**5%**

- Assist FSOs by preparing Security Advisory Opinions, processing DHS waivers, reviewing and analyzing domestic employee contracts, supporting diplomatic and official visa applications, coordinating timely and efficient processing of group visa applicants, processing daily and monthly reports for NIV and IV as needed and maintaining CLASS lookout system.

**5%**

- Other related duties as assigned

**5%**

