

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. 97-971137/A32321
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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. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) Position updated on 7/17/2014 due to new information submitted by Supervisor

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority HRO	Sub-Cashier, 415	FSN-6; FP-8	JG	09/19/04
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) Sub-Cashier	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION U.S. Embassy Panama	a. First Subdivision Consular Section
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b. Second Subdivision Americans Citizens Services Unit	c. Third Subdivision PPT & Citizenship Office
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9. This is a complete and accurate description of the duties and responsibilities of my position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>
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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. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of American Supervisor Date(mm-dd-yy) </div>	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. <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <div style="display: flex; justify-content: space-between; font-size: small;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>
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13. BASIC FUNCTION OF POSITION
Incumbent provides American Citizen Services (ACS) and processes Passport and Citizenship cases. Incumbent collects fees for all units of the Consular Section with the exception of non-immigrant visa (NIV) application fees, and prepares all notary services.

14. MAJOR DUTIES AND RESPONSIBILITIES **65 % OF TIME**

Collects Consular and BCIS fees totaling approximately U.S. \$624,000 yearly. Prepares daily, monthly, yearly and special accountability reports. Provides notarial services: acknowledgements, oaths, affidavits, true copies, powers of attorney, etc. Maintains and updates registration of American citizens in the Automated Consular Systems applications.
--See Continuation--

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education: At least two years of college or university studies is required.
- b. Prior Work Experience: Two to three years of extensive administrative work experience is required. One year experience in cashier functions is required.
- c. Post Entry Training: PC-103 Correspondence and ACRS courses, on-the-job training, seminars, and other FSI Consular correspondence courses. Other training as needed.
- 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 English; and Level III (Good Working Knowledge) Speaking/Reading/Writing Spanish is required.
- e. Job Knowledge: Basic knowledge of regulations and procedures related to nationality, citizenship, and passport is required. Familiarity with U.S. Customs laws. Must be familiar with valid/authentic Panamanian documents. Must possess knowledge of Panamanian notarial services. Knowledge of Panamanian immigration and customs rules, regulations, and procedures is required. Must know how to use a wide variety of computer applications including the ACS Software, Word, Excel, Outlook and Internet Explorer.
- f. Skills, and Abilities: Must possess customer-service experience. Must be able to deal efficiently and courteously with an often demanding public. Strong clerical, word processing and computer skills are required. Must be able to work under pressure and with demanding customers. Must be able to operate a computerized cash register. Must have typing skills at 40wpm.

16. POSITION ELEMENTS

- a. Supervision Received: Incumbent receives supervision from the FSN ACS Supervisor (position no. N32001) and is reviewed by the ACS Chief or Consul General.
- b. Supervision Exercised: None
- c. Available Guidelines: 7 FAM, Immigration and Naturalization Act. Panamanian laws regarding notarizations, authentications, acquisition of vital records, Consular Fees Schedule, Notarial Procedures.
- d. Exercise of Judgment: Must exercise considerable judgment in determining the authenticity of documents presented for notarial services and for ACS cases. Exercise judgment in regard to application of U.S. passport and citizenship laws and regulations. Brings irregular cases to the attention of management. Must understand the services of law enforcement offices in Panama, to include the hospital and judicial morgues.
- e. Authority to Make Commitments: Provides general advice or information to the public in regard to U.S. citizenship laws to daily claims of citizenship. Apply U.S. and Panama Regulations and procedures related to death cases to include disposition and transportation of remains and personal effects. On a daily basis, provides guidance to colleagues and clients on preparing notarial services such as procedures for affidavits; powers of attorney; IRS identification requirements; acknowledgements for wills, properties; certifications of single status; Panamanian immigration and customs requirements; true copies, etc. Provides guidance to clients on procedures of the Hague Convention Abolishing the Requirements of Legalization of Foreign Public docs.

f. Nature, Level and Purpose of Contacts: On-the-job contacts. Working level contacts. Contact with general public and with the mission staff; with Panamanian customs, immigration, police, hospital, morgues, and judicial authorities; with Panamanian MFA Office of Authentication; with Panamanian and stateside attorneys; with foreign diplomatic missions in Panama. All contacts are used for issues related to the position's functions (in Panama government offices to include, SERTRACEN, MFA, Courts, prosecutor's Office, etc.) official working level employees at the Department of State.

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

14. Major Duties and Responsibilities (Cont.)

Consular Administration

30% of time

Incumbent is the first contact for processing Consular Reports of Death Abroad (CRDA). Duties include interacting with the next of kin, local hospitals, morgues, and funeral homes for obtaining accurate information; completing and printing copies of the reports for the ACS Chief's signature, mailing the reports to the next of kin, preparing the Mortuary Certificate in cases where the remains are shipped to the U.S.

Provide support to Passport and Citizenship Assistants. Incumbent receives and process passport and citizenship cases including receiving cases at windows to determine entitlement to U.S. citizenship, claim to U.S. citizenship/first time passports, loss of nationality cases, among other citizenship cases. Incumbent refers cases to the Consular Officer for approval, and provides important information to the officer in regard to pending documents or pending proof, to include possible requests for blood relationship by DNA. Assists in the mailing of monthly issued passport applications and Consular Report of Birth Abroad (CRBAs). Performs the QA-passport /CRBA process and confirms that passport/CRBA was issued in agreement with the passport/CRBA application.

Incumbent drafts and prints letters, diplomatic notes and emails related to a diverse number of assistance to citizens' cases to include arrest issues, repatriations, deaths, welfare and whereabouts.

Provides ACS information and assistance, both in person and by telephone. Distributes voting materials; orders, receives and distributes Internal Revenue Services forms.

Incumbent receives application for registration of U.S. citizens traveling or residing in Panama that have no access to the on-line registration system. Is also responsible for validating these requests in the ACS+ system.

Other

5% of time

Incumbent is primary LES to assist ACS Chief on Consular outreach trips to interior provinces. On these trips, incumbent performs payment collection for consular services provided. As the lone ACS LES, incumbent also prepares passport and notarial paperwork for signature and processing by the Consular officer. Incumbent is responsible for coordinating all logistical elements of Consular outreach trips including but not limited to transportation to and from hotels, venues for services, preparing blank forms, drafting messages and emails to U.S. Citizens, and preparing supplies such as consular seals and stamps. Incumbent should expect to travel a minimum of four times per year as the ACS LES supporting outreach activities in Panama and other related duties as assigned.