

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST

U.S. Embassy Ashgabat

2. AGENCY

State

3a. POSITION NO.

A31203

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. _____, _____ (Title) _____ (Series) _____ (Grade)
- b. New Position
- c. Other (explain) This is new temporary position. The PD and job report is identical to Visa Assistant position A31202.

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

Visa Assistant (Temporary), FSN-1415

07

MAG

06/30/09

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)

Temporary Visa Assistant

7. NAME OF EMPLOYEE**8. OFFICE/SECTION**

Consular Office

a. First Subdivision

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

Typed Name and Signature of Employee

Date(mm-dd-yy)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of 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.

09/12/2011

Typed Name and Signature of Section Chief or
Agency Head

Date(mm-dd-yy)

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.

09/12/2011

Typed Name and Signature of Admin or Human
Resources Officer

Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

Assists in all aspects of Post's consular operations. Handles complex work associated with the range of services proved by the section, particularly non-immigrant visa processing and American Citizen Services. Routinely deals with passport and citizenship matters, registrations, and notariats. Fields public inquiries from American citizens, foreign nationals, and host country officials.

Acts as a primary fraud investigator.

Performs a variety of clerical duties in the Embassy Consular Section, including processing of visa applications, printing machine-readable visas..

Translates (written and oral) for the Consular Section to and from Turkmen and Russian.

Serves as back-up to the Consular Assistant.

14. MAJOR DUTIES AND RESPONSIBILITIES**% OF TIME****45% - Visa Services**

Assists with all aspects of non-immigrant visa processing, including intake and screening of applications, translation of interviews, data entry, secure storage of visa materials, acting as consular sub-cashier, and processing and printing machine-readable visas. .

Assists IV applicants in obtaining police certificates, coordinates with panel physician as necessary And maintains good relations with the MFA to facilitate information flow. Reviews documents for accuracy, completeness, and necessary translations.

Responds to routine public inquiries regarding requirements for both IVs and NIVs. Answers inquiries on U.S. immigration law including questions regarding DV lottery, refugee status, and IV categories.

Prepares public information sheets.

25% - Anti-Fraud Activities

Maintains primary responsibility for compiling fraud statistics. Screens visa applications and supplemental documents at intake for fraud. Conducts anti-fraud validation studies. Assists with anti-fraud investigations, including spot-checks on employers. Compiles data on possible fraud trends. Gathers information on possible cases of fraud and reports to the Consular Officer and Consular Associate. Is responsible for maintaining and updating anti-fraud files. Maintains close contact with RSO section to facilitate fraud investigations, and refers cases to RSO for criminal investigation as necessary. Develops background information on regions of the country to provide context for visa adjudication.

,Assistant

10% - Consular Sub-Cashier

Acts as consular sub-cashier, using automated cash register systems. Accounts for all consular receipts in accordance with Department regulations and U.S. law. Handles U.S. currency and prepares daily and monthly reports on currency intake.

5% - Special Consular Services

Meets with U.S. citizens needing assistance, determines necessary actions, and prepares documentation. Furnishes U.S. citizens with information about local laws and practices, in particular registration, dual nationality, marriage, and adoption. Drafts public information sheets on a range of topics, including medical issues, adoption, travel in Turkmenistan. Maintains regular contact with various GOTX authorities to track changes in regulations and procedures that might impact Americans in Turkmenistan.

5% - Management and Operations

Assists in maintaining consular section files on all subjects. Maintains primary responsibility for filing visa applications in accordance with Department guidelines, sending old applications to storage facilities, and determining which applications need to be kept here permanently.

Shared responsibility for ordering and proper handling of controlled expendable items such as MRV foils, CRBAs, and blank passports, which have significant valued due to the rights they can convey and their controlled nature.

Is responsible for the shared use and security of consular equipment, including PCs, visa printer, scanner, passport reader, cash register, visa foils, blank passports, etc.

As consular sub-cashier, is responsible for the proper handling of approximately \$2,000-\$5,000 per week.

Has highest level of access accorded to locally employed staff to sensitive visa and ACS databases on consular systems.

Is primary drafter of all correspondence and translation for the consular section.

Has primary responsibility to update signs, public information sheets, and information on consular pages of Embassy website.

10% - Back-up Consular Assistant

Serves as backup Consular Assistant, assisting Consular Officer and Consular Associate in providing passport, citizenship, and notarial services, as well as other special consular services.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

At least two years of full-time post secondary study (college or university) is required.

b. Prior Work Experience:

Two to three years of experience working in a modern computerized office, preferably with extensive public contact and/or a legal background.

c. Post Entry Training:

Completion of FSI American Citizen Services, Passport and Nationality, and Visas consular correspondence courses. Training on Consular Automated Systems, including ACRS, ACS, and NIV. Training on word-processing in English, Russian, and Turkmen, and database software.

d. Language Proficiency:

Level IV (fluent) Speaking/Reading/Writing English and Russian are required. Level III (good working knowledge) Speaking/Reading/Writing Turkmen is required. Must be able to read and draft formal correspondence in all three languages.

e. Job Knowledge:

A thorough knowledge of applicable laws, regulations, and procedures, including U.S. and Turkmen laws and practices relevant to consular work, is required. Additional knowledge of international conventions and treaties pertaining to consular affairs is desirable. Knowledge of the Turkmen political system and policies.

f. Skills, and Abilities:

Must be able to work under pressure. Must display professional skills, including customer service and ability to abide by regulations. Familiarity with word processing and databases is highly desirable. Exercise of tact and good judgment in dealing with the public, U.S. citizens, and local officials. Ability to exercise judgment in evaluating evidence and apply regulations correctly. Ability to maintain an extensive range of working level contacts with high-ranking local officials and organizations. Ability to write concisely. Level I typing ability in English, Russian, and Turkmen.

16. POSITION ELEMENTS

a. Supervision Received:

Directly supervised by the Consular Officer. Receives advice from Consular Assistant.

b. Supervision Exercised:

None.

c. Available Guidelines:

7 FAM on Consular Affairs, 9 FAM on Visas, Immigration and Nationality Act of 1952, FSI consular correspondence courses, CA users' manuals, Department guidance cables, and other specific bodies of U.S. and Turkmen Law.

d. Exercise of Judgment:

Because of the nature of the position, the incumbent must exercise considerable initiative, discretion, and good judgment due to the sensitive nature of some conversations with Americans and visa applicants. Must protect privacy of Americans and visa applicants. Must tactfully deal with American citizens, many of whom are emotionally distraught or intensely demanding. Must professionally deal with employees and officials of host government offices and foreign missions. Professional judgment is required to examine claims and evidence,

apply regulations and laws, and make recommendations as to the veracity of evidence. Uses judgment in screening ACS cases, and passport and NIV applications, and in evaluating sources of information. Provides advice to three sets of people: embassy and Department, American citizens, and visa applicants (NIV and IV). Such advice typically involves complicated cases and requires higher-order thinking skills, such as analysis, synthesis, proactive case development, and coordination of different decision-makers. Expert knowledge of both USG policy and local conditions are essential for providing sound advice to this constituency. This sometimes includes advice to high-level officials whose travel is of significant importance to U.S. national interests.

e. Authority to Make Commitments:

None.

f. Nature, Level, and Purpose of Contacts:

Daily contacts with all Embassy staff within the normal course of performing Consular duties. Routine contact with the Consular Department of the Ministry of Foreign Affairs, the America's Desk at the MFA, other foreign missions, and the general public in the course of duties.

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