

# 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> <b>KAMPALA</b>	<b>2. AGENCY</b> <b>STATE</b>	<b>3a. POSITION NO.</b>
----------------------------------	----------------------------------	-------------------------

**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. 300001 , \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)

b. New Position

c. Other (explain)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	<b>CONSULAR ASSISTANT FSN-1415</b>	<b>7</b>		
b. Other				
c. Proposed by Initiating Office				

<b>6. POST TITLE POSITION (if different from official title)</b> NIV ASSISTANT	<b>7. NAME OF EMPLOYEE</b>
---	----------------------------

<b>8. OFFICE/SECTION</b> <b>U.S.EMBASSY KAMPALA</b>	a. First Subdivision <b>CONSULAR SECTION</b>
--	---

b. Second Subdivision <b>N/A</b>	c. Third Subdivision <b>N/A</b>
-------------------------------------	------------------------------------

<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**

Incumbent serves as the NIV Consular Assistant and performs a broad range of Consular services. Incumbent assists in the processing of nonimmigrant visas (NIV) and, as necessary, in the processing of immigrant visas (IV), follow-to-join asylee and refugee cases, American Citizen Services cases

(ACS), and in providing emergency assistance to Americans. Incumbent interacts with the public on a daily basis, responds to public inquiries, must be able to explain complex procedures in a concise manner, and is required to maintain a high standard of customer service. Incumbent drafts and files correspondence, and on some occasions may be tasked to perform cashiering or other special duties as required. Incumbent remains vigilant against fraud and malfeasance and reports any concerns to the appropriate authority.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**% OF TIME**

**Nonimmigrant Visa Processing**

**90%**

Incumbent reviews incoming NIV applications for completeness, performs data verification, and prepares cases for Consular officer adjudication. Incumbent advises members of the public orally and through written correspondence on application procedures and eligibility criteria. Incumbent prints approved visa cases, and at all times must ensure that controlled items such as visa foils, seals, etc. are handled in accordance with accountability procedures. Incumbent files visa applications and drafts and files correspondence, and will also be tasked with special projects such as customer service surveys, validation studies, verifying authenticity of documents, etc. Incumbent will also be requested to serve as a translator when required.

Additional duties include IV data entry, Consular sub-cashier and acting as the timekeeper for the section. Requires a sound knowledge of visa law and regulation, including immigrant visa regulations and the full range of Consular operations and computer applications.

10%

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

**a. Education**

Completion of two years full time post-secondary education at college/university level in Diploma in Social Sciences, Public Administration and Management, Secretarial, Development Studies, Law, Education, Human Resources Management, Project Planning, Business Administration, Marketing, Languages, Ethics and Development, Finance and Management is required.

**b. Prior Work Experience**

Two years in an office and public service environment is required.

**c. Post Entry Training**

Protecting Personally Identifiable Information PA 459. Overseas Citizen Services PC-104, Nationality Law/Consular Procedures PC-103, Immigration Law and Visa Operations PC-102 and other training as available such as regional consular courses and training on consular software applications.

- d. Language Proficiency: List both English and host country language(s) by level and specialization. Level IV spoken and written English ability and Level II (Limited Knowledge) speaking/reading host country languages is required.
- e. Knowledge  
Understanding of local immigration policies and procedures is required.
- f. Skills and Abilities  
Fast and accurate data entry; ability to read, interpret, and act accordingly to complex regulations and instructions; work independently, exercise tact in dealing with the public; work under continuous pressure; exercise good judgment in referring cases to officers; write clear and concise correspondence. Ability to use local resources to research legislation and policy, and produce written information handouts for American citizens and visa applicants.

#### **16. POSITION ELEMENTS**

- a. Supervision Received  
Incumbent is supervised by a Vice-Consul and the Consular Chief.
- b. Available Guidelines  
Foreign Affairs Manuals, Department of State and local Standard Operating Procedures (SOPs), Consular Affairs Policy and Guidance cables.
- c. Exercise of Judgment  
The employee must be able to exercise sound judgment, recognizing cases that require referral to a Consular officer. Employee must be able to communicate with members of the public in a tactful and effective manner.
- d. Authority to Make Commitments  
The employee will schedule appointments for Consular services; and Consular officer appointments with government officials, diplomats, and other officials as appropriate. The employee is not authorized to make any financial commitments, or suggest in any manner that they may facilitate or influence the adjudication of Consular cases.
- e. Nature, Level and Purpose of Contacts  
Daily contact with members of the public, and occasional contact with foreign diplomats, members of parliament; immigration, Ministry of Foreign Affairs, judiciary, and other officials at mid and senior levels.
- f. Supervision Exercised  
N/A
- g. Time Required to Perform Full Range of Duties after Entry into the Position  
52 Weeks

