



INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST
US Embassy Hanoi

2. AGENCY
State

3a. POSITION NO.
A-320-28

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)

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	ACS Assistant, FSN-1420	8	MTD <i>MTD</i>	11/17/2010
b. Other				
c. Proposed by Initiating Office	ACS Assistant	8		

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

7. NAME OF EMPLOYEE
TBD

8. OFFICE/SECTION
US Embassy Hanoi

a. First Subdivision
Consular Section

b. Second Subdivision

c. Third Subdivision

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

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

Typed Name and Signature of Employee Date(mm-dd-yy)

Typed Name and Signature of Local 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.

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.

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 jobholder serves the mixed operations of the American Citizen Services unit, including passport & citizenship, judicial, federal benefits, welfare and whereabouts, births and deaths, adoptions, marriages, etc. The jobholder receives case assignments from a variety of walk-in, telephone, fax or other sources. The issues are varied and require a detailed and comprehensive subject matter knowledge that has been acquired through several years of experience in the consular sub-function. Once issues are recognized, the jobholder will apply a set of relatively complicated guidelines such as US law, consular regulations (9FAM) and established policies.

At this level, the primary function of the position is to serve as a Case Worker or Case Manager, handling multiple cases that require the jobholder to analyze and research cases that often take considerable time to resolve, and then take actions to resolve issues independently or with a Consular Officer. This level of subject matter knowledge and skills and the overall character of work differs from lower levels which are primarily responsible for gathering and organizing data for higher level review.

With specialization in a Consular/ACS sub-function or functions, the actions and decisions of the jobholder at this level will affect the outcome of cases for benefits and may affect the safety and well-being of U.S. citizen clients. The jobholder is frequently required to work outside of the normal place of work, such as assisting Officers on jail and hospital visits, or independently meeting with officials of correction facilities, hospitals, adoption agencies, courts, and similar. In such capacity, the jobholder at this level is expected to develop and maintain effective working level contacts with outside officials in order to facilitate the assigned casework.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

- Provide the American, Vietnamese and other foreign public appropriate information on U.S. passport and citizenship matters; US visa and residency requirements; local and US customs laws, requirements for marriage, divorce, and burial in Vietnam; absentee voting; adoptions. Also conducts research on the above topics and prepares informational handouts for the public.
- Serve as the primary point of contact for external organizations such as medical facilities, courts, law enforcement, immigration officials, prison officials, attorneys, private American companies, and others outside the section who utilize ACS services.
- Perform investigations of the full range of whereabouts cases, referring the more routine aspects thereof to a lower grade level.
- Serve as a specialist in regards to welfare and whereabouts, repatriation and arrest, and detention cases.
- Deal with the full range of repatriation and financial assistance cases, including those involving seriously ill or mentally disturbed persons and arranges for the temporary care and treatment consistent with local laws.
- Provide support services to the ACS officer and Consular Section Chief. Support includes typing, filing, screening phone calls and visitors, and drafting correspondence in Vietnamese and in English.
- Translate diplomatic notes from Vietnamese to English and Embassy diplomatic notes from English to Vietnamese. The subject matter will often include highly technical vocabulary.
- Process Consular Report of Birth Abroad applications including interviewing parents, reviewing supporting documents, and preparing an evaluation of the case for the officer's signature in accordance with regulations;
- Interview passport applicants; advise the ACS officer on matters of evidence and other evaluation based on observations, review of documents and observation of the applicant.
- Advise US citizens on Vietnamese law concerning marriage, divorce, visa and residence requirements.
- Serve as a Project Manager on short-term projects relating to emergencies and natural disasters. For example, manages a high number of repatriation, death, and medical evacuation of US citizens in the event of an airline crash, natural disaster (earthquake, massive floods) or political crisis in the host country. The ACS Assistant would be expected to assume a leadership role and would be responsible for planning, organizing resources (staff, equipment, services, transportation) and carrying out efforts in response to such events.
- Handle routine cable, telephone, and e-mail welfare and whereabouts inquiries from Department of State, Consulate General Ho Chi Minh City, regional posts, and private citizens by obtaining the necessary information from the inquiries and evaluating available information. Conduct inquiries by telephone and e-mail.
- Ensure compliance with Department of State passport regulations, including computer name check, photo requirements, two parent-signature rule, and other procedures.
- Package passport applications in compliance with Department of State requirements and send to the National Passport Center.
- Maintain proper ACS on-line records and paper files for all cases.
- Deal with the full range of arrest and detention cases. Ascertain the pertinent facts, accompanies and American Consular Officer on visits, explain host country procedures, maintain proceedings, draft cables and reports irregularities in the proceedings.
- Accompany ACS officer on visits concerning the death of a US citizen and act as a translator.
- Arrange for the protection of the personal effects and appraisal of such effects and possessions, and, when authorized, arrange for payment of local debts and disposition of the decedent's effects, and prepare the final statement of account.
- Perform notarial services and may recommend to a Consular Officer that they not sign a document or do so only

subject to a waiver of responsibility.

- Serve as consular sub-cashier.
- Provide back-up services to the other ACS Assistant and the Adoption Assistants.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education:

A Bachelor's degree in any area of liberal arts or social sciences is required.

b. Prior Work Experience:

At least three years of prior administrative/government services/para-professional experiences are required. This means the position requires a minimum of three years of progressively responsible experience involving the application of complex regulatory material relating to Consular/ACS functions and sub-functions.

c. Post Entry Training:

The position requires completion of a series of subject matter training course, which may include correspondence courses in the various ACS subject and sub-function fields (PC-103 Nationality Law/Consular Procedures and PC-104 Overseas Citizens Services). Other occupational training required for the position includes short courses related to the use and operation of Consular software applications. Training will be structured and occupy a minimum of 20 hours. Would involve passing a test or standard, not just attending the course.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

The position requires level IV (fluency) in speaking/reading/writing English and level IV (fluency) in speaking/reading/writing Vietnamese. The incumbent must have the ability to translate/interpret working level English to Vietnamese and vice versa.

e. Job Knowledge:

The jobholder must have an in-depth understanding of the subject matter of all or most American Citizen Services functions and how they relate to the post Consular program and the Consular Section's client base. As such, the jobholder is expected to give subject matter advice to others regarding the policies and procedures of the Mission, as well as USG policies and procedures that relate to the assigned ACS function.

The Jobholder is expected to have a good understanding of the host country policies and procedures relating to the assigned area of work. Examples: 1) Knowledge of host country policies on criminal proceedings. 2) Knowledge of host country policies regarding adoptions by foreigners, marriages to US citizens and similar. This host country knowledge is essential in order to provide Consular Officers with sound advice and recommendations relating to specific ACS cases assigned.

f. Skills and Abilities:

The jobholder is expected to read, understand and apply complex regulatory material including 9 FAM, US law and regulations regarding citizenship, marriages, births and deaths abroad; internal operating procedures of the post Consular section/sub-section, external host-country legal and social policies and procedures, as well as a good understanding of US immigration and visa laws and regulations that related to the ACS functions assigned. The information environment at this level differs from lower level positions in that the jobholder's range of casework is more sensitive and the decisions and courses of action rendered can immediately affect a client's personal well being and or safety and security.

The jobholder is expected to handle sensitive cases independently and based on the depth of experience in the ACS function, will recommend or take a course of action to resolve the cases assigned. The work assignments require considerable time and experience to analyze complex personal and legal information and to apply procedures, regulations or precedents in order to favorably affect the health, safety or well-being of individuals and clients.

Problems to be solved by the jobholder will vary considerably based on assigned workload and the nature of cases, and cannot always be predicted. Many problems have no precedents and will require that the jobholder to analyze pertinent facts, and then develop a rational course of action.

The work pattern is typically driven by external events involving US citizens such as arrests, births, deaths, natural disasters, catastrophic events, and similar.

The position is required to actively plan a week ahead.

The jobholder must be adaptive. For example, the jobholder must be able to adapt US policies and regulations into brochures, announcements, and public advisories for the general local population or for specific groups (beneficiaries, surviving family members, detainees, prisoners).

The jobholder is required to have basic keyboard / data entry and numerical skills. The jobholder must have standard IT software skills in order to use and understand various software applications and systems used in Consular and ACS section.

16. **POSITION ELEMENTS**

a. **Supervision Received:**

Supervised directly by the Supervisory Consular Specialist, and indirectly by the Consular Chief, Deputy Consular Chief and/or other Consular Officers.

b. **Supervision Exercised:**

None

c. **Available Guidelines:**

The incumbent's responsibilities are outlined in, among others, 7 FAM regulatory materials, DHS laws and regulations, post policies (SOPs), on-line ACS manual, Department of State publications and cables, instructions, guidelines from supervisors, US immigration law and Vietnamese civil law.

d. **Exercise of Judgment:**

The jobholder has the freedom to act/take decisions in the following areas: Adjust the order in which he/she performs the daily work; Plan and organize the work over a period of days; and Liaise with external organizations. Typically, the jobholder is a primary point of contact with host government and non-government agencies such as airlines, children's welfare organizations, medical facilities, courts, law enforcement, immigration officials, prison and corrections officials, attorneys, and similar.

The jobholder resolves problems/situations encountered without assistance.

e. **Authority to Make Commitments:**

The incumbent has no such formal authority but recognizes that consular officers give substantial weight to recommendations from LES regarding cases adjudication and rely extensively on the incumbent's experience and judgment.

Nature, Level and Purpose of Contacts:

- The jobholder has contact with the following:

- Internal – Low: Standard. All levels of staff at or below supervisory, junior technical / specialists
- Internal – Mid: Standard. Middle management, senior specialists
- Internal – High: Basic. Section chiefs and other agency representatives

- External – Low: Complex. Members of the public, junior staff in client/counterpart organizations (e.g. non-managerial, working level)
 - External – Mid: Standard. Mid ranking government officials, middle management in other client/counterpart organizations, legal profession, media, consultants
- The type(s) of oral communication undertaken by the job holder are:
- Routine transmission of information: Developed. This is a relatively mechanistic contact with the customer where the jobholder has to be courteous and gives or obtains information. Can involve product/service information. May involve simple explanations or, if somewhat complex, is well within the understanding of the recipient(s) because of their level of knowledge.
 - Tact and Diplomacy: Highly Developed. Deals with sensitive matters which, if not handled well, can become "issues" and/or cause damage to the organization's interests. This demands that the jobholder be perceptive to other's concerns and moods and anticipate how they might/will feel about anything that is said. Jobholder must be able to explain clearly and/or persuade effectively in a way that will neither offend nor antagonize and will keep open the channels of communication.
 - Complex Explanations: Highly Developed. Must explain complex/detailed matters clearly so that the listener can readily and fully understand them. If the listener has limited knowledge of the subject matter, a further demand is made on the jobholder to tailor the communication accordingly without lessening comprehension.
 - Influencing / Persuading: Developed. Influencing skills are demanded where a job holder has to persuade others to take the required courses of action without having the authority to compel them. There will be no inbuilt rigidity / resistance from the 'listeners' and / or the jobholder is in an inherently stronger position (e.g. as a buyer), but the job holder needs to convince rather than coerce the 'listener' in order to preserve a sound working relationship.
 - Care and Compassion: Developed. Directly involved in the handling of persons or staff in sensitive situations and / or the handling of distressed individuals. For example, victims, patients, refugees, bereaved, etc.
 - Formal Counseling: Basic. Formal counseling skills, not necessarily acquired through qualification, are required to handle one-to-one and / or group counseling sessions. This could include structured / formalized counseling members of staff, clients of a clinic or a health unit, assault victims, the bereaved, etc. This is quite a specialist skill, for example, this option would not include advice to businesses on the local market.
 - Interviewing: Developed. Requires specialized interviewing skills and the successful interview is measured in terms of information gathered, establishing a relationship with the interviewee and the application of questioning skills.
 - Conflict Resolution: Developed. Deals with irate clients / counterparts / staff. This will include the ability to calm tempers, appraise the situation rationally and produce a reasoned resolution without compromising the organization's position.
- The jobholder is required to communicate in writing with others. Type and frequency of communication required:
- Basic: Developed. Requires a few words to be entered into a document. For example, pre-formatted letters, requisitions, brief memos.
 - Routine: Developed. Documentation of a reasonably standard nature. May require variation in wording or anything up to several paragraphs of text. For example, straightforward letters, memos, or minutes, minor alterations to manuals / procedures, short factual reports.

- Complex: Developed. Complex written materials prepared by jobholder include complex case documents which include correspondence with Americans in distress and distraught family members, initial drafts of congressional and legal correspondence.

g. Time Expected to Reach Full Performance Level:
Six months.

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