

14. MAJOR DUTIES AND RESPONSIBILITIES**% OF TIME****1. Consular Cashier****55%**

Serves as Consular Cashier. Collects all consular fees; enters collection information into automated cash register system (ACRS). Receives payments for several dozen distinct consular services, averaging US\$200,000 per month. Receipts need to be generated for each transaction. Fees collected need to be correct. End of day, end of month and end of year procedures need to be followed carefully to ensure proper accounting. Collections need to be deposited with Embassy Class B cashier daily, following procedures prescribed by regulation. Performs initial investigation of any discrepancies in accounts, reporting expeditiously and accurately to the Accountable Consular Officer (ACO) on his/her findings. Assists the ACO in resolving discrepancies.

2. American Citizen Services**35%**

Assists ACS Unit in passport and CRBA application processing, including document preparation, data entry, scanning documents, document printing, quality assurance and document pass-back. Registers document pass-back information into computer. Prepares Federal benefit claims and Social Security application documents. Refers complicated or difficult cases to supervisors. Performs other ACS duties as required. In rare occasions, assists other units in the Consular Section (IV, NIV, FPU) and provides clerical and administrative support to the ACS Unit Chief and Consular Section Chief when there is a critical staffing gap.

3. Refers customers to appropriate window and/or provides appropriate forms and information. Projects a positive image of the American Embassy and the U.S. Government by exhibiting competence and courtesy in all contacts with the public. Responds to general inquiries regarding all consular services in person, by telephone or over the phone. Sends appropriate forms and information by mail or fax as appropriate. Monitors and replenishes ACS supplies in the ACS waiting room. Coordinates with ACS supervisor and Consular LE Staff Fraud Investigator (Office Management Assistant) in ordering supplies, picking up office mail when needed.

10%**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE****a. Education:**

Successful completion of local secondary school or graduating high school education is required.

b. Prior Work Experience:

Minimum two years of responsible experience in cashiering, bookkeeping and/or accounting required.

c. Post Entry Training:

Online training courses: "Collecting Consular Fees: Training for the Consular Cashier", ACRS User Course. FSI Consular correspondence course, on the job training and online courses on proprietary consular systems, regulations (Foreign Affairs Manual - FAM), and law (Immigration and Nationality Act - INA).

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

Level 4 (Fluent) Speaking/Reading/Writing in English is required.

e. Job Knowledge:

General understanding of all consular functions and in-depth understanding of ACS services. Understanding of the fee structure and knowledge of specific fees charged for all common services. Familiarity with the requirements and procedures of the Embassy's Class B cashier. Understanding of cashiering procedures and basic principles of accountability. Detailed knowledge of ACRS and good working knowledge of consular system.

f. Skills and Abilities:

Good data entry skills. Typing 40 wpm, good diction and English skills. Ability to work calmly with the public under pressure. Accuracy in statistical work. Must be competent in MS Office software programs (Word, Excel, Outlook).

16. POSITION ELEMENTS :

a. Supervision Received:

Reports directly to LE Staff Supervisory American Citizen Services (ACS) Specialist (Position #100369). Reports to Accountable Consular Officer on accounting and fee issues.

b. Supervision Exercised:

N/A

c. Available Guidelines:

Consular and Financial Management regulations; Automated Cash Register System manuals and periodic updates; consular fee schedule, Department of State guidance.

d. Exercise of Judgment:

Good judgment in answering questions from the public and advising public on fee issues. Must exercise good judgment when to refer problems or discrepancies to supervising FSN or Accountable Consular Officer. Must exercise judgment and discretion when to refer emergencies or complicated cases to supervisor or other more senior staff.

e. Authority to Make Commitments:

N/A.

f. Nature, Level, and Purpose of Contacts:

Frequently daily contact with American citizens, Singaporean nationals, and third-country nationals from all levels of society, to receive payments and provide basic information on consular services and procedures.

g. Time Expected to Reach Full Performance Level:

Six months to one year, depending on prior experience.