

U.S. Department of State

# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. POST AmEmbassy Madrid, Spain	2. AGENCY State	3a. POSITION NO.
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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) **Maternity leave replacement**

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	VISA CLERK, FSN-1415	05	KO	7/19/16
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION Consular Section	a. First Subdivision Visa Unit
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	_____ Typed Name and Signature of Local Supervisor
_____ Date(mm-dd-yy)	_____ 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	_____ Typed Name and Signature of Human Resources Officer
_____ Date(mm-dd-yy)	_____ Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

Serves the public taking in applications and answering basic procedural questions regarding visa applications. Performs production work, including reviewing applications for completeness, performing data entry, capturing photos, taking electronic fingerprints, scanning documents, drafting

clearance cables, printing and pasting visas, and performing quality assurance. Takes in mail, distributes to appropriate boxes and takes mail to mail room. Assists with filing and archive systems for applications. Returns passports by mail/courier tracking cases. Helps with Performs other duties as needed.

**14. MAJOR DUTIES AND RESPONSIBILITIES**

**% OF TIME**

Application Processing 85%

As a consular clerk, handles all types of cases for applicants who apply in Spain for non-immigrant visas. Ensures that all required documents are submitted and completed by applicant. Interacts with the public in both, English and Spanish providing basic information about application processing, fees, documentary requirements, and application forms. Has basic familiarity with processing regulations and requirements for different visa and passport types. Based on knowledge of U.S. regulations and Spanish environment, alerts officer to any unusual characteristics of the cases. Performs data entry, captures photographs, takes electronic fingerprints, scans applications and prepares cases for adjudication, hands to officer for interview, prints and pastes visas, and prepares them for return to applicant. Performs quality assurance of issued visas. Returns passports and liaises with Correos/courier companies to ensure consistent and reliable service to the public. Tracks returned passports.

Other Clerical Duties 15%

Handles incoming and outgoing mail to complete pending visa cases. Drafts routine e-mails cables and letters in response to simple inquiries. Performs other special projects as required

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a. Education  
High school required.
- b. Prior Work Experience  
Prior experience working with the public in a position related with costumer service of at least six months.
- c. Post Entry Training  
On the job training by office staff. Participation in relevant conferences and training as available. Consular systems training.

- d. Language Proficiency: List both English and host country language(s) by level and specialization.  
English 3/3  
Spanish 3/3
- e. Knowledge  
Work requires knowledge of Microsoft Word, Outlook, Excel, and how to use the Internet.
- f. Skills and Abilities  
Ability to organize work and set priorities. Must be able to prepare basic word processing documents in Spanish and English, and must be able to perform data entry into a database program accurately. Must have initiative and ability to work under pressure within the framework of a team. Must have the ability to deal with the public. Must have ability to learn new computer software.

**16. POSITION ELEMENTS**

- a. Supervision Received  
Incumbent will report directly to the LES visa a supervisor.
- b. Available Guidelines  
7FAM, 9FAM, INA, DOS instructions, precedents files and guidance from the Department including Intranet references. Consular Systems on line training and instructions.
- c. Exercise of Judgment  
Must be able to exercise tact, patience, resourcefulness and judgment in dealing with the public and with other employees within the unit. Must be able to prepare cases for review by the consular officer.
- d. Authority to Make Commitments  
None.
- e. Nature, Level and Purpose of Contacts  
Deals with the public directly when taking in applications. Coordinates with mailroom, Correos and messenger services.
- f. Supervision Exercised  
None.
- g. Time Required to Perform Full Range of Duties after Entry into the Position: three months.