

U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3FAH-2)				
1 Post <u>U.S. Embassy Mexico City</u>	2 Agency <u>State</u>	3a Position Number <u>312801 A32407</u>		
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 Number) <u>A32-407</u> (Title) <u>Special Consular Services Assistant</u> (Series) <u>1420</u> (Grade) <u>8</u> ☐ b New Position ☐ c Other (explain) <u>update position description</u>				
5 Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a Post Classification Authority <u>Florida Regional Center</u>	<u>Special Consular Services Assistant, 1420</u>	<u>FSN-7</u>		<u>02/19/2016</u>
b Other				
c Proposed by Initiating Office				
13. Basic Function of Position The incumbent provides full operational support to the American Citizen Services (ACS) Unit. This includes the full range of duties and assistance to mainly the Special Citizen Services (SCS) subunit, although he/she may also assist the Passport subunit. The primary function is to serve as a case manager, handling multiple complex and sensitive cases that require analysis and research, and take actions to resolve issues independently or with a U.S. citizen eligible family member (EFM) employee or consular officer.				
14. Major Duties and Responsibilities				

85% - Performs the full range of duties in the SCS subunit. Answers phone calls, responds to inquiries via phone/email or in person (customers in the waiting room), takes case reports, analyzes and initiates action to resolve cases. For cases originating at one of Mexico City's three consular agencies (Acapulco, Oaxaca, San Miguel de Allende), is required to coordinate action closely with the staff there. Utilizes ACS software to data enter complex, sensitive, timely case information on missing persons, physically or mentally ill individuals, destitute persons, victims of crime, arrests and detentions, deaths, and property disputes. Prepares Consular Report of Death of an American Citizen Abroad (CRODA) for officer or consulate associate review and signature. Drafts correspondence, often requiring translation from English to Spanish or vice versa. Serves as overseas voting expert, often the first point of contact for email, phone, or in-person inquiries. Visits incarcerated U.S. citizens to conduct inquiries about their well-being and status of court case, normally accompanying the EFM or consular officer. Ensures adequate phone and window coverage by coordinating coffee and/or lunch breaks with colleagues.

5% - Accepts and processes all categories of citizenship and passport cases. Reviews passport and Consular Report of Birth abroad applications, enters information, carries out computer name checks in the ACS system, makes recommendations for approval or denial of services, and prepares cases for interview by the consular officer. Applies knowledge of U.S. nationality law. Prints emergency passports. Processes cases involving non-acquisition and loss of nationality, making recommendations to the consular officer on whether or not the applicant has acquired or lost nationality.

5% - Orders supplies from the Mexico City Consular Admin Team on a weekly basis. Performs additional administrative tasks as needed (may submit work order for motorpool service, photocopier repair, etc.)

5% - Other duties as assigned (including within SCS and passport subunits).

15. Qualifications Required For Effective Performancea. Education:

High school diploma or equivalent is required.

b. Prior Work Experience:

A minimum of two years in consular or other customer service field.

c. Post Entry Training:

Numerous required correspondence and other distance learning courses; training courses at the Foreign Service Institute in Arlington, Virginia as available; on the job training.

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

Level IV Spanish speaking and reading required, Level IV English speaking and reading required.

e. Job Knowledge:

Knowledge of Windows, Microsoft Excel and Microsoft Word, required. Must be able to learn to use automated consular computer systems. After entry on duty, knowledge of applicable laws, regulations and procedures required.

f. Skills and Abilities:

Data entry skills must be developed and often must perform data entry under pressure. Tact and patience required in dealing with the public. Must be able to work with computerized database, word processing and spreadsheet applications. Must be able to use specialized consular software.

16. Position Elementsa. Supervision Received:

The incumbent is supervised directly by the welfare and whereabouts FSN supervisor, and reviewed by the Deputy ACS Chief.

b. Supervision Exercised:

None.

c. Available Guidelines:

Foreign Affairs Manual; the Immigration and Nationality Act; standard operating procedures; Department of State cables; intranet.

d. Exercise of Judgment:

Must use excellent tact and patience when dealing with the public. Has authority to respond to routine public inquiries with minimal supervision. Good judgment is required for screening of citizenship applications for completeness and accuracy.

e. Authority to Make Commitments:

None.

f. Nature, Level and Purpose of Contacts:

Continual contact with U.S. citizens and their families seeking consular service. Constant interaction with host government officials (child protective services, hospitals, etc.) and immigration, police and other consular contacts.

g. Time Expected to Reach Full Performance Level:

Six months.