# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

<table>
<thead>
<tr>
<th>1. Post</th>
<th>2. Agency</th>
<th>3a. Position Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kampala</td>
<td>STATE</td>
<td>97028200</td>
</tr>
</tbody>
</table>

3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the “Yes” block.

- [ ] Yes
- [ ] No

97028201

4. Reason for Submission

- [ ] a. Redescription of duties: this position replaces

  (Position Number) ____ (Title) ____ (Series) _______________ (Grade) ____

- [ ] b. New Position

- [ ] c. Other (explain)  Implementing Consular Associate SJD

5. Classification Action

<table>
<thead>
<tr>
<th>Position Title and Series Code</th>
<th>Grade</th>
<th>Initials</th>
<th>Date (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Post Classification Authority</td>
<td>Consular Associate, 3090</td>
<td>FSN-8; FP-6</td>
<td>AFRCC: MHB</td>
</tr>
<tr>
<td>b. Other</td>
<td>Consular Associate, 3090</td>
<td>FSN-8; FP-6</td>
<td>GTM/OE</td>
</tr>
<tr>
<td>c. Proposed by Initiating Office</td>
<td>Consular Associate, 3090</td>
<td>FSN-8; FP-6</td>
<td>GTM/OE</td>
</tr>
</tbody>
</table>

6. Post Title Position (If different from official title)

- Consular Associate

7. Name of Employee

- Vacant

8. Office / Section

- Consular Section

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

<table>
<thead>
<tr>
<th>Printed Name of Employee</th>
<th>Signature of Supervisor</th>
<th>Date (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

9. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position

- Sally Sternal

12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

- Bridget Kissinger

<table>
<thead>
<tr>
<th>Printed Name of Chief or Agency Head</th>
<th>Printed Name of Admin or Human Resources Officer</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

11. Signature of Section Chief or Agency Head

<table>
<thead>
<tr>
<th>Date (mm-dd-yyyy)</th>
<th>Signature of Admin or Human Resources Officer</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>
13. Basic Function of Position

Under the direct supervision of the Consular Officer, the Consular Associate is assigned a wide range of responsibilities in the American Citizen Services (ACS) Unit, Nonimmigrant Visa (NIV) Unit, Immigrant Visa Unit, and Fraud Prevention Unit (FPU). The jobholder provides consular services to U.S. citizens, conducts non-adjudicatory visa processing, and assists in investigation and validation studies. Incumbent also handles correspondence with the public, attorneys, U.S. and host governments, Congress, and other parties. Must be able to secure and maintain a Secret level security clearance.

14. Major Duties and Responsibilities

**American Citizens Services** 40%

- Schedules appointments and coordinates case intake.
- Explains procedural and documentary requirements to U.S. citizens who request consular services.
- Provides support for a wide range of services including voting outreach, financial and medical assistance, Consular Reports of Birth Abroad and Consular Reports of Death Abroad, routine prison visits, citizenship and immigration services, assistance in welfare/whereabouts, prisoner, destitution, repatriation, and injury cases, Veterans Affairs benefits, etc. Upon designation by Passport Services, serves as Passport Acceptance Agent: Receives passport applications, reviews documents for completeness, and is authorized to administer oaths and affirmations for passport applications.
- Upon designation by Overseas Citizen Services, serves as Notary Public: Provides notarial and authentication services.

**Nonimmigrant and Immigrant Visas** 20%

- Performs biometric data collection, verification, and enrollment.
- Pre-screens visa applications, including data input and verification; and maintains quality control.
- Conducts visa eligibility searches and drafts background check requests where appropriate.
- Flags cases of possible fraud or malfeasance for additional scrutiny.
- Drafts Security Advisory Opinions (SAO) and manages the flow of cases through the SAO process.
- Monitors the expedite and group request queues within the appointment system (for both IV and NIV), approving/denying requests that meet criteria set out by management and schedules according to post policy and SOPs. Brings to manager attention any unusual or potentially high-profile requests.
- Monitors the visa wait times and appointment inventory in the appointment system. Loads the monthly post-based appointment schedule as directed by management and ensures that a skeleton schedule has been opened up at least six months out.
- Assists in liaising with the Department of Homeland Security (DHS) and other agencies.

**Fraud Prevention** 20%

- Detects and reports possible fraud uncovered during visa and passport processing.
- Gathers information for fraud assessments and performs validation studies and other analysis of visa use and applicant patterns.
- Tracks cases to ensure timely and complete processing.
- Performs fraud prevention site visits.
- Facilitates DNA testing procedures, including scheduling appointments and serving as the cleared U.S. citizen witness during testing.

**Administrative and Other Duties** 20%

- Drafts correspondence for the public, attorneys, U.S. and host governments, Congress, and other parties concerning consular issues.
- Assists with post training and orientation programs, customer service initiatives, and other innovative programs.
- Manages projects to improve operations in the Consular Section, e.g. consular workflow, office furniture and equipment inventory, filing, and record keeping.
- Participates in outreach programs as assigned, e.g., speaks on consular activities and visa application process.
15. Qualifications Required for Effective Performance

a. **Education**
   
   Completion of High School is required.

b. **Prior Work Experience**
   
   Two years of office administration (FP-07 (Training Level)).

c. **Post Entry Training**

   On-the-job training in consular computer applications and consular correspondence courses such as:
   
   - PC103 (Citizenship and Passport Procedures for Locally Employed (LE) Staff)
   - PC102IV (Immigrant Visas for LE Staff)
   - PC102NIV (Nonimmigrant Visas for LE Staff)
   - PA459 (Protecting Personally Identifiable Information)
   - PC543 (Passport Data Security Awareness)

d. **Language Proficiency**

   Level IV (Fluent) Speaking/Reading/Writing of English is required.

e. **Job Knowledge**

   General understanding of U.S. policies related to consular and visa operations.

f. **Skills and Abilities**

   - Must be able to input data in consular systems with minimum errors, and spot and correct errors made by others (applicants and fellow staff).
   - Demonstrated skills in MS Office Suite and general computer skills including information and database management.
   - Organizational skills, including task management and filing skills; communication skills including writing skills appropriate for drafting official correspondence and reports.
   - Ability to obtain and maintain a DOS Secret Security clearance.
   - Tact and good judgment in dealing with the public, often under difficult and sensitive circumstances.
   - Sensitivity in evaluating evidence and applying complex regulations correctly.
   - Ability to learn applicable U.S. and host country laws, regulations, legal precedents, and court decisions.
   - Good interpersonal skills.
16. **Position element**

a. **Supervision Received**: Directly supervised by a Consular Officer

b. **Supervision Exercised**: N/A (Can act as the lead for projects done in conjunction with LE Staff and/or interns)

c. **Available Guidelines**:

   7 FAM, 8 FAM, 9 FAM; 22 CFR 51.51; the Immigration and Nationality Act; Department of State guidelines and consular section policies and procedures.

d. **Exercise of Judgment**

   Considerable judgment is required on a day-to-day basis, especially related to contact with the public and preparation of correspondence and other actions. Must be able to recognize situations requiring managerial intervention or input. Must be able to prioritize needs of the public and the section in a fast-paced office.

e. **Authority to Make Commitments**

   None.

f. **Nature, Level, and Purpose of Contacts**

   Daily contacts with the public. Contacts with all levels of support within post. Working-level and mid-level contacts with outside organizations such as the police and health authorities.

g. **Time expected to Reach Full Performance Level**

   One year