

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1 Post Lagos	2. Agency Department of State	3a. Position Number A31205
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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 If yes, please provide position number:

4. Reason For Submission
 a. Redescription of duties: This position replaces
 (Position Number) A31205 (Title) Correspondence Team Leader (Series) 1415-8 (Grade) FSN-8
 b. New Position _____
 c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority				
b. Other	Supervisory Consular Assistant (General); 1405	FSN-08	AFRC: kmt	04-23-2019
c. Proposed by Initiating Office	Correspondence Team Lead			

6. Post Title Position (If different from official title)	7. Name of Employee
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8. Office/Section U.S. Consulate Lagos	a. First Subdivision Consular Section
b. Second Subdivision Correspondence Unit	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.
Printed Name of Employee _____ Date (mm-dd-yyyy) _____	Matthew Taylor _____ 04-24-2019 _____ Printed Name of Supervisor _____ Date (mm-dd-yyyy)
Employee Signature _____ (User Name)	Supervisor Signature _____ (User Name)

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 this position, and I certify that it has been classified in accordance with appropriate standards.
Printed Name of Chief or Agency Head _____ Date (mm-dd-yyyy) <u>4/24/19</u>	Printed Name of Admin or Human Resources Officer _____ Date (mm-dd-yyyy) <u>4/19</u>
Chief or Agency Head Signature _____ (User Name)	Admin _____

13. Basic Function Of Position
 Under the direct supervision of the Deputy Consular Chief, incumbent supervises and assigns workload to three (3) Locally Employed Staff (LE Staff) within the Correspondence Unit (CU) of the Consular Section to process and respond to all inquiries relating to U.S. visas and American Citizen Services (ACS).

14. Major Duties and Responsibilities _____ % of Time

A. Supervisory Role (30%)
 --Allocates all incoming email and postal mail regarding NIVs, IVs, and ACS to CU assistants
 --Guides CU assistants in answers inquiries and counsels them on where to find additional information (both written and online resources)
 --Ensures that CU assistants gain experience responding to the widest possible variety of inquiries to ensure that they are knowledgeable about all facets of the Consular Section's operations
 --Ensures that all correspondence is answered in a timely and accurate fashion, with correct grammar and substance

(See Addendum 1)

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Addendum 1

B. Inbox Management (20%)

- Manages LagosIV, LagosNIV, LagosStudentVisas, LagosCongressional, and LagosACS email boxes (to include allocating all emails for response, ensuring responses within three (3) business days, and maintaining up-to-date FAQs in the auto-response email**
- Archives old emails**
- Logs incoming emails**
- Tracks the number of inquiries responded to, broken down by unit and by LE Staff responder**
- Transfers incoming emails answered by the FAQ auto responses to appropriate sub-folder and uses judgment to determine which inquiries require individualized responses**

C. Drafting (50%)

- Quickly and accurately answers emails, phone calls, and postal mail from the general public regarding IVs, NIVs, and ACS issues without editing by a supervisor**
- Eliminates backlog of incoming correspondence and responses to all correspondence within three (3) business days, absent extenuating circumstances**
- Seeks out information from team leaders, line officers, and/or unit chiefs to answer inquiries accurately**
- Exercises good judgment in referring cases or inquiries of a complex and/or sensitive nature to team leaders, unit chiefs and the Deputy Consular Chief**
- Drafts responses to Congressional inquiries for approval by the Deputy Consular Chief and ensures that a copy of each letter is saved electronically**
- For letters referred to the Consular Section by the Consular General, drafts responses for signature by the Consular Chief**

Note: This position description in no way states or implies that these are the complete duties to be performed by incumbent. Incumbent will be required to perform other duties as necessary and requested.

15. Qualifications Required For Effective Performance

a. Education

Completion of a four-year University Degree in business management/administration, communications/mass communications, marketing, public administration, or sociology is required.

b. Prior Work Experience

Four years experience in consular or other work related to customer service, correspondence, and/or work applying regulatory material is required.

c. Post Entry Training

Must be familiar with the processing of Immigrant Visa (IV), Non-Immigrant Visa (NIV), and American Citizen Services (ACS) cases. Must have taken or take the following Distance Learning courses within the first year of hiring: PC102NIV (Nonimmigrant Visas for LE Staff), PA458 (Overtime and the Fair Labor Standards Act for Supervisors), PA496 (Locally Employed Staff Performance Management and Evaluation), PA453 (Ethics Orientation for New Locally Employed Staff), PD551 (Writing Measurable Objectives), and PK425 (Department of State Writing for Locally Employed Staff)

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

Level IV (Fluent) speaking/reading/writing of English required.
Level IV (Fluent) of one local language (Igbo, Hausa, Yoruba, etc.) is required.

e. Job Knowledge

- Detailed knowledge of U.S. immigration laws, regulations, and procedures and services provided to U.S. citizens
- Detailed knowledge of the Unit's Standard Operating Procedures (SOPs) and Departmental guidance relating to correspondence and complex visa and ACS issues.
- Complete understanding of consular computer programs and MS software packages.
- Relevant knowledge of Lagos and Nigerian cultural environment (e.g. naming conventions, organizational/cultural hierarchies)

f. Skills and Abilities

- Draft correspondence quickly and with minimal grammatical and substantive errors.
- Prioritize work according to the Unit's needs and to assist subordinates in prioritizing their own work.
- Respond independently to most inquiries from the general public while exercising good judgment regarding when to consult with Consular Officers regarding more complex issues.

16. Position Element

a. Supervision Received

Works under day-to-day supervision of the Deputy Consular Chief and works closely with Unit Chiefs for direction in responding to inquiries.

b. Supervision Exercised

Supervises three LE Staff Correspondence Unit assistants.

c. Available Guidelines

Foreign Affairs Manual (FAM) Volume 9, Appendix E; INA; policy and guidance provided by Unit Chiefs and the Deputy Consular Chief; locally established SOPs; Department of Homeland Security regulations

d. Exercise of Judgment

Must exercise tact and good judgment in dealing with the public and know when to refer a case to a Unit Chief or the Deputy Consular Chief. Must be familiar with Section 222(f) requirements of the INA and the Privacy Act, and exercise appropriate judgment on the type and amount of information that may be shared with the public. Must be able to withstand external pressure from persistent visa applicants. Must maintain and advance the integrity of consular systems and procedures.

e. Authority to Make Commitments

None.

f. Nature, Level, and Purpose of Contacts

Daily contact by telephone, email, and postal mail with the public, Congressional offices, other diplomatic missions, Mission management, and the Department to resolve consular issues with the highest standards of professionalism.

g. Time Expected to Reach Full Performance Level

Two (2) years