



INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post Doha	2. Agency State	3a. Position Number 346401-C54220
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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) C54220 , (Title) Immigration Expeditoer (Series) 305 (Grade)

b. New Position _____

c. Other (explain) _____

5. Classification Action	Position Title and Series Code	Grade	Initials	Date(mm-dd-yr)
a. Post Classification Authority NEA/SCA RCC	Human Resources Clerk, Series 0305	FSN-6	AAB	05-02-2018
b. Other				
c. Proposed by Initiating Office	Immigration and HR Coordinator			

6. Post Title Position (If different from official title) Immigration and HR Coordinator	7. Name of Employee Vacant
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8. Office /Section HR/MGT	a. First Subdivision MGT
b. Second Subdivision HRO	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position. _____ Printed Name of Employee Date (mm-dd-yyyy) _____ Employee Signature	10. This is a complete and accurate description of the duties and responsibilities of this position. _____ Printed Name of Supervisor Date (mm-dd-yyyy) _____ Supervisor Signature
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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 _____ Printed Name of Chief or Agency Head Date (mm-dd-yyyy) _____ Chief or Agency Head Signature	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. _____ Printed Name of Admin or HR Officer Date (mm-dd-yyyy) _____ Admin or HR Officer Signature
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13. Basic Function of Position

The Immigration and Human Resources (HR) Coordinator will report directly to the HR Specialist and form part of an HR team that administers and expedites the HR Immigration Program. The incumbent will also be responsible for supporting other HR functions within the overall HR office. The incumbent will serve as the primary liaison

between the Embassy and the Qatar Ministry of Labor, Ministry of Interior and Ministry of Foreign Affairs (MFA) on residency permits (RP) and visas for all Embassy Doha Locally Employed Staff (LE-Staff) and American Employees. The incumbent will also provide administrative support to the Human Resources Office in areas of recruitment, EPR's, benefits, allowance, and special HR programs, to include but not limited to, award programs and the Special Immigrant Visa program (SIV). The incumbent functions as a back up to the Immigration Expeditor position.

14. Major Duties and Responsibilities

___100___% of Time

Visa, Residency Permits and Airport Expediting Support

Residency Permits (RP) (60%)

Administers immigration check-in and checkout procedures for LE Staff employees and their dependents to include preparation of diplomatic notes to the MFA and obtains RP Cards and residency permits for LE Staff and their eligible family members.

- Prepares all documents required by the Qatar government in order to obtain residency permits for all LE-Staff and family members. Trouble shoots difficult cases, communicating fluently and effectively with Qatari officials to resolve even the most complex of immigration issues. Brings all issues to closure in an effective and timely manner.
- Prepares diplomatic notes for management clearances, submits immigration applications, medical examinations, fingerprints, family residency permits and processes residency permit cancellations.
- Ensures the smooth entry and exit of all LE-staff and their dependents upon arrival and exit to the country by utilizing the Government mobile application "Metrash".
- Safeguards and control access to passports and Qatari IDs and any other sensitive materials that are kept in the HR office.
- Follows all relevant operational procedures and instructions so that work is carried out in a controlled, efficient and consistent manner.

VIP and TDY Support (10%)

Provide assistance as necessary to TDY personnel, VIPs and official visitors to Embassy Doha that require assistance with visas and or visa extensions. The incumbent will be required to expedite VIP visitors through Hamad International Airport or Doha Airport.

Provides visa support services to permanently assign American employees, their dependents, and temporary duty officials which entail accrediting diplomats, assisting employees with visa extensions, visa renewals, changing visa status, solving visa problems in emergency cases.

Communicates effectively with the Ministry of Foreign Affairs (MFA) officials on external visa issues and in emergency visa cases, initiating urgent visa extensions, as needed. Obtains Qatari visas for TDY personnel from neighboring countries, when necessary. Generates diplomatic notes for management clearances on all visa related issues.

Maintains and develops high level contacts with the officials of the MFA Protocol Department that facilitates effective problem solving and trouble-shooting of each case.



Human Resources Program Administration (30%)

Position is responsible to assist and support the Human Resources Office in various HR programs for employees under the Local Compensation Plan (LCP) and EFM hiring under the Department of State Local Employment Recruitment Policy. Position also provides administrative support to the full range of the recruitment portfolio. Duties to include:

Prepares vacancy announcements. After supervisor's clearance, releases the announcements to the Embassy personnel and constituent posts and makes sure the announcements are placed on the Embassy website and other media tools as requested.

Schedules interviews and pre-employment tests with candidates, and upon request and when necessary, coordinates language tests and writing samples to determine if candidates meets required qualifications. Forwards application packages, as directed by the HR Specialist, to the hiring official.

Schedules job interviews with finalists, supervisors, and when applicable, the Post Employment Committee (PEC) representatives.

Participates in the interviews as the HR representative, when needed. Drafts and sends standard messages to applicants advising the results of the process. Updates log systems such as statistics regarding vacant positions, number of applications received, language/typing/tests results, etc. Updates and prepares recruitment status reports on a biweekly basis ensuring transparency of the recruiting process.

NOTE: THIS POSITION DESCRIPTION IN NO WAY STATES OR IMPLIES THAT THESE ARE THE ONLY DUTIES TO BE PERFORMED BY INCUMBENT.

15. Qualifications Required For Effective Performance

a. Education

Completion of High School is required.

b. Prior Work Experience

2 years of administrative work in an office setting is required.

c. Post Entry Training

On-the-job training (OJT) to include guidance on applicable Department of State HR regulations, internal policies and procedures. OJT on Qatari Labor Laws, Kafala sponsorship system, laws, HR Recruitment Policy, and applicable Mission HR policies. Completion of the Basic HR Training (PA-331) and the DOS Recruitment Seminar is required.

d. Language Proficiency: List both English and host country languages(s) proficiency requirements by level (II, III) and specialization (sp/read). Level III (good working knowledge) of Reading/Writing/Speaking English is required.

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

e. Job Knowledge

Must have good working knowledge of local Labor laws, and the Kafala sponsorship system, residence permits and visa procedures. Steadfast adherence to the highest standards of professional conduct and a commitment to uphold the integrity of all aspects of personnel administration consistent with applicable polices, law and regulations. Must be able to learn and interpret Qatari Immigration and labor laws which can be fluid and subject to change in the wake of on-going reforms.

f. Skills and Abilities

Excellent interpersonal and communications skills in English and Arabic, to include effective listening skills. Incumbent must have the ability to effectively liaise with Qatari officials in order to achieve accurate program planning and desired objectives. Ability to think critically, engage in creative problem solving in order to recommend viable alternatives and solutions when faced with obstacles. A keen aptitude to work independently and the ability to solve problems after accurately interpreting regulations. Ability to accurately draft written documents using proper English and Arabic, as well as an attention to detail is a must. The ability to handle difficult situations with diplomacy and tact in the face of adversity. Excellent Customer Service Skills are required. Must be able to obtain and maintain a Qatari Driver's license is required.

16. Position Element

a. Supervision Received

Position is under the direct supervision of the Human Resources Specialist.

b. Supervision Exercised

None

c. Available Guidelines

Relevant 3FAM, 3FAH, DOS Regulations, Qatari Labor Law, Kafala Law, Mission Hiring and Administrative policies, DOS recruitment policy, other reference material related to functional activities.

d. Exercise of Judgment

Use good judgement in prioritizing work and in meeting multiple suspense dates, when not given specific direction and guidance by supervisor. Ability to use sound judgment when interacting with Qatari officials in order to effectively troubleshoot and resolve even the most difficult immigration matters in a diplomatic and swift manner. Exercises good judgment at all times when providing customer service to Embassy employees.

e. Authority to Make Commitments

None

f. Nature, Level, and Purpose of Contacts

Working level contact with GOQ employees. Embassy employees at all levels and HR Staff at constituent Posts, outside job applicants, and the general public.

g. Time expected to Reach Full Performance Level

6 months