

13. BASIC FUNCTION OF POSITION

Accepts non-immigrant visa applications and provides information to the public. Processes visas, using machine-readable visa (MRV) system. Performs fraud checks. Prepares drafts of visa handouts and information sheets, drafts correspondence and keeps records and statistics. Must be able to work with minimal supervision. Provides cashiering services for the consular section. Reports to the NIV Supervisor.

14. MAJOR DUTIES AND RESPONSIBILITIES

a) Non-Immigrant Visas

75% of time

- Receives non-immigrant visa applications at intake window or by mail. Processes cases final review, consulting with Consular Officer to resolve any questions in complex cases. Ensures all necessary supporting documents and payments are included. Advises Consular Officer of questionable or unusual cases, particularly those which raise question(s) as to credibility of applicant. Responsible for data entry, name checks, processing and storing visa records according to standard operating procedures.
- Performs any background or fraud checks as may be deemed necessary. If application is not completed properly, returns to applicant highlighting missing information.
- Tracks the development of cases such as requests for ARIS waivers, SAO/CLOK/AO.
- Administrative processing – updates and processes pending cases to be uploaded daily.
- Assists Consular Officer with correspondence and statistical reporting. Responds to incoming e-mail, faxes and queries. Provides information in response to public and local government inquiries regarding visa procedures and required documentation.
- Enters and retrieves data using a variety of consular automated programs.
- Processes MRVs. Returns completed visas to applicants using designated method.
- Complies with daily visa foil accountability measures.
- Liaises with outside agencies such as hospitals, legal offices, travel agencies, a variety of private groups and local immigration offices to resolve queries.
- Performs other related duties as may be assigned.
- Back-up for American Citizen Services Section.

Consular Alternate Sub-Cashier

20% of time

- Serves as Consular Sub-Cashier, processing fees collected for consular services, performing daily close-outs, and running end-of-month reports. Prepares bank deposits for pickup by designated guard/courier company. Responsible for safekeeping of advance cash. Follows up on any problems or queries relating to the cashiering process. Prepares MRV refunds and repatriation loan requests when required to be sent to Budget & Finance Wellington. Liaises with the bank for cash count verification.

Consular Section Administrative Services

5% of time

- Manages the requests, orders and receipts for the delivery of general office supplies. The role involves monitoring general consular supplies and ordering more when required. Accepts verbal and written orders from individuals for section specific supplies, makes monthly (or more regular) orders online through the local Office Max website, receipts orders and completes necessary paperwork, liaising with Management for out of the ordinary requests and approval of orders.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:** Completion of secondary school required.
- b. Prior Work Experience:** Minimum two years office administrative experience, with considerable customer service experience involving contact with the public. Must have experience in basic cash handling, such as the use of cash registers.
- c. Post Entry Training:** Consular correspondence courses; on-the-job training in specialized computer systems, and regional workshops as available.
- d. Language Proficiency:** Good working knowledge of the English language, both oral and written. Knowledge of Maori, Samoan, Tongan, or a major Asian language helpful but not essential.
- e. Job Knowledge:** Basic computer skills and knowledge of office procedures. A good knowledge of customer service principles and a general understanding of cash processing and handling.
- f. Skills and Abilities:** Must be able to deal with the public under pressure, to work carefully and efficiently while meeting established deadlines (visa turnaround times), to work as part of a team, to provide coherent explanations to the public about complex visa issues, and to learn and use new data-based computer programs. Must function with the highest integrity and be able to effectively process cash transactions and other sensitive items. Must display sound judgment and be able to read and apply specific rules/procedures and guidelines. Skill in operating an automated cashier system and ability to compute exchange rates and similar calculations are also required.

16. POSITION ELEMENTS :

- a. Supervision Received:** Immediate supervisor of the position is the NIV Unit Supervisor. Supervision is minimal on routine matters, but closer for unusual or “one-off” assignments. Routine work is generally performed independently. Performance is evaluated on results achieved.
- b. Supervision Exercised:** None’
- c. Available Guidelines:** Foreign Affairs Manuals, written cables and memoranda, procedures manuals, office SOPs, computer and correspondence manuals. Precedent actions may also be used as guides.
- d. Exercise of Judgment:** Personal judgment (within the confines of various laws, regulations, and SOPs) is used in determining appropriate course of action; uses own discretion in determining need for guidance from supervisor or higher authorities.
- e. Authority to Make Commitments:** May make commitments for routine return of passports and for cases relating to work visas and crew lists.
- f. Nature, Level, and Purpose of Contacts:** Daily interaction with public and Consulate General staff. Frequent contact with local officials and travel industry representatives.
- g. Time Expected to Reach Full Performance Level:** 6 months.