

13. BASIC FUNCTION OF POSITION:

The position encompasses the full range of non-immigrant visa (NIV) work with the exception of visa adjudication including: Pre-screening of non-immigrant visa applications; entering and correcting applicant data in the NIV system and creating machine readable visas; collecting fingerprints from visa applicants; drafts and tracks visa related special advisory opinions and ineligibility waivers. Works with diplomatic visas and the visa referral program. Maintains visa issuance and refusal files.

14. MAJOR DUTIES & RESPONSIBILITIES:

Fingerprinting

45%

- The incumbent is responsible for collecting fingerprints for the NIV (and/or IV) applicants. Duties include visually confirming the applicant's identity based on the passport photo, instructing applicant in proper placement of finger on the fingerprint-scanning machine, and capturing of fingerprints using biometric software.

Visa Processing/Special Duties

45%

- Prepares security advisory opinions and ineligibility waiver requests.
- Prints non-immigrant visas after authorization.
- Confirms accuracy of visa information; and affixes visas in passports and returns them to agents.
- Receives non-immigrant visa applications at intake window or by mail. Processes cases to 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 date 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, return to applicant highlighting missing information.
- Tracks the development of cases such as requests for ARIS waivers, SAO/CLOK/AO.
- 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 documentation required.
- Enters and retrieves data using a variety of consulate automated programs.
- Processes MRVs. Returns completed visas to applicants using designated method.
- Complies with 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.

Other duties as assigned

10%

- Perform other consular duties as assigned, including participation in the Consular Section's cross-training program and validation studies.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- Education:** Completion of secondary school.
- Prior Work Experience:** Minimum of one year of work experience in office administration and customer service.
- Post Entry Training:** Foreign Service Institute (FSI) correspondence course for visas. On the job training for fingerprint scanning equipment and specialized computer systems.
- Language Proficiency:** Level 3 English is required in both oral and written.
- Job Knowledge:** Working knowledge of applicable non-immigrant visa (NIV) laws, regulations, and procedures. Able to deal with applicants and colleagues with courtesy and tact. Detailed knowledge of the organization. General understanding of the country in relation to local customs and culture. Detailed understanding of fingerprint procedures and requirements. Understanding of non-immigrant visa production process.
- Skills and Abilities:** Must have a typing speed of 40 wpm. Ability to communicate effectively and work in a group environment. Must have user level knowledge of MS Office products (including Word, Excel, and Outlook). Position requires a U.S. citizen Eligible Family Member or a U.S. citizen eligible to obtain a Secret security clearance.

16. POSITION ELEMENTS:

- Supervision Required:** Supervised directly by the Vice Consul.
- Supervision Exercised:** None
- Available Guidelines:** Foreign Affairs Manuals, instructions and cables from the Department, post precedent files, and the section's standard operating procedures. Department computer manuals and other software manuals

- d) Exercise of Judgment:** Pre-screening: determine appropriate visa classification and visa annotation. Inquiries: provide accurate and complete information in response to inquiries on visa classes and procedures. Must recognize sensitive cases.
- e) Authority to Make Commitments;** Can commit section to acceptability of documents and visa processing time, and can commit section to accept visa applications at non-standard times, when appropriate.
- f) Nature, Level and Purpose of Contacts:** Daily interaction with public and Consulate General staff
- g) Time Expected to Reach Full Performance Level:** Six months