

Position Description for Visa Clerk

BASIC FUNCTION OF POSITION

This position serves in the Non-Immigrant Visa Unit (NIV) and Immigrant Visa Unit (IV) in the Consular Section. It requires a Secret security clearance to perform duties primarily related to biometric enrollment (fingerprint collections) for both non-immigrant and immigrant visa applicants. Incumbent will also perform a wide variety of visa processing duties to include but not limited to assisting in screening incoming documentation and information from the visa applicants, performing mandatory name checks, peeling and sticking visa foils and ding data entry for American Citizen Services Unit. May be directed by the NIV Chief to handle special project(s) to meet time sensitive cases or workload needs.

MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Fingerprinting. (65%)
Incumbent is responsible for collecting fingerprints from NIV applicants using an inkless electronic device. Duties include visually confirming the visa applicants' identity based on the passport biographic information and photo, instructing applicants in proper placement of fingers on the fingerprint scanning machine, annotating when necessary, and capturing the fingerprints using biometrics software.
2. Other routine duties (20%)
Assisting with in-take and data entry for visa applicants; collecting passports from the interviewing windows and arranging them in numerical order; inserting visa foils into passports; doing name checks in the CLASS database to ensure NIV hits have been transferred to the CLASS database, and to ensure that the lost and stolen passport information has been entered into the CLASS database.
3. Special Projects (15%)
Carries out special projects as assigned and directed by the NIV Chief, which may include assistance in public outreach, Fraud Prevent Unit investigations, investor visa document analysis, consular in-service day event organizing, or other projects as proposed by incumbent or supervisor.

QUALIFICATIONS REQUIRED

1. **Education:** Completion of high school is required.
2. **Prior Work Experience:** One year of office experience or customer service experience is required.
3. **Post Entry Training:** N/A

4. **Language Proficiency:** Level III (Good Working Knowledge) English is required.
5. **Job Knowledge:** Must have general knowledge of State Department's regulations and visa process procedures. General understanding of the U.S. mission in Taiwan in the context of U.S.-Taiwan relations.
6. **Skills and Abilities:** Must possess excellent customer service skills and the ability to adjust to change, work pressures, and handle complex or difficult situations.

POSITION ELEMENTS

1. **Supervision Received:** From the NIV Chief
2. **Supervision Exercised:** None
3. **Available Guidelines:** 7 FAM, 9 FAM, INA, Guidance/Cables/SOPs/Best Practices from the Department.
4. **Exercise of Judgment:** Must exercise independent decision for successful resolution of a wide range of common problems encountered in the MRV Print room and biometric enrollment collection.
5. **Authority to Make Commitments:** None.
6. **Nature, Level and Purpose of Contacts:** Deals with the general public and Taiwan's working level government/public officials.
7. **Time Expected to Reach Full Performance Level:** 3 months.