

POSITION: VISA CLERK/CASHIER

BASIC FUNCTION OF POSITION

Responds to telephone requests for visa appointments and general visa inquiries. Provides case-specific information and instructions to applicants over the phone and in person. Maintains computer-based nonimmigrant visa (NIV) and American Citizen Services (ACS) appointment schedules. Collects visa fees and transfers them to the Embassy Cashier and maintains required accounts. Serves as visa clerk back up, reviews and organizes visa and passport applications and documents submitted in support of those applications. Performs data entry for NIV, Immigrant Visa (IV), Diversity Visa (DV), and Visas 92 and 93 applications as required and prepares and distributes visa packages. Reports to the Supervisory Visa Assistant. Other duties as assigned by the consular officer.

MAJOR DUTIES AND RESPONSIBILITIES

Telephone Receptionist 40%

Responds to telephonic requests for visa appointments. Provides case-specific information and instructions to applicants over the phone for the full range of consular services. Uses tact and judgment in responding to calls, transferring to the appropriate party as necessary. Schedules DNA testing appointments for IV, DV and Visas 92 and 93 applicants. Provides general information in American Citizens Services (ACS) matters, including passports, travel warnings, registration, federal tax forms, and visas.

Cashier40%

Takes in consular fees, follows prescribed procedures for transferring money from the Consular Section to the Embassy's Class B Cashier, maintains required accounts and records, and prepares required reports.

Other Duties.....20%

- Assists DV Visa Clerk in preparing immigrant visas IV and Visas 92 and 93 after they are approved for issuance. Uses PC/IV system to print visas in proper format for IV, and pass back to applicants.
- Accepts and organizes supporting documents for IV and Visas 92 and 93 cases for the Supervisory Visa Assistant to screen.
- Assists DV Visa Clerk in preparing IV and Visas 92 and 93 packets after they are approved for issuance.
- Maintains the Consular Section's filing.
- Prepares Medical forms for DV, IV, and Visas-92 applicants.
- Assists American citizens with registration and some passport services.
- Acts as a back up to other section FSN's as needed in IV, NIV and ACS matters.