

VISA ASSISTANT POSITION DESCRIPTION

13. Basic Function of Position

Incumbent handles basic to complex cases spanning the full range of consular services. Analyzes, researches and helps prepare NIV, IV, Refugee/Asylee cases, Passport and Citizenship and Special Consular Service cases for submission to the Vice-Consul for adjudication. Also, trains and works closely with the junior consular assistant. Develops and maintains contacts in the local community to facilitate casework. Serves as the designated alternate cashier responsible for fee collection and consular fee record keeping and assists junior consular assistant with fraud investigation.

14. Major Duties and Responsibilities

As senior FSN, incumbent works closely with the junior consular assistant and serves as section's resident expert on the full range of visa and American citizen service issues. Furnishes ACS, IV and NIV applicants with application forms and information regarding requirements/procedures to be followed. Reviews completed applications and supporting documentation for accuracy, noting matters requiring special attention by Consular Officer. The actions and judgment of the senior consular assistant can have a direct effect on the safety of U.S. citizens and the resolution of their often sensitive and difficult issues.

Does verification checks as necessary on applicants' names and documents, including fraud checks. Performs data entry and document printing functions as may be required both before and after consular officer adjudication. 75%

Responds to telephonic, written and in-person inquiries with tact and sensitivity to privacy/confidentiality issues. Prepares reports and routine cables as directed. Drafts diplomatic notes, cables, correspondence for consular matters. Maintains accurate and up-to-date filing systems (visa reciprocity schedules, travels advisories, visa issuances and refusals, etc.). 20%

As assigned, performs needed consular sub-cashier functions (accepts payment for consular services, issues receipts, prepares end of day/end of month reconciliation and reports, etc.). May act as an interpreter/translator for American Consular Officer, especially when highly technical or legal materials are involved. 5%

15. Required Qualifications

- a) **Education:** U.S. bachelor's degree, French system License degree or other university-level equivalent.
- b) **Prior Work Experience:** Three years of progressively responsible experience involving the application of regulatory or legal material and public contact or other closely related experience.
- c) **Post Entry Training:** Completion of FSI courses in American Citizens Services (ACS), Immigrant Visa (IV) and Non-Immigrant Visa (NIV) services.
- d) **Language Proficiency:** Level IV English (fluent), as well as level IV (Fluent) French required.

- e) **Knowledge:** Knowledge of local political, economic and social trends in order to help combat fraud and apply U.S. consular regulations and law.
- f) **Skills and Abilities:** Exercise of tact and good judgment in dealing with the public. Ability to work under pressure. Ability to answer a broad range of inquiries pertaining to the full range of consular services, including Congressional and Departmental correspondence. Ability to articulate issues orally and in writing. Ability to apply good judgment in referring matters to higher authority. Ability to deal with high-level contacts and American citizens requiring assistance often in stressful situations. Ability to use computers and to learn how to use all consular automated systems. Professional phone skills.

16. **Position Elements**

- a) **Supervision Received:** Direct supervision by Consular Officer on novel, complex, unusual matters; however, routine uncomplicated daily work is performed independently in accordance with well-defined guidelines.
- b) **Available Guidelines:** FAM titles 7 – 10, consular handbooks and training materials (such as Self-Instructional Guides); post's standard operating procedures; MRV, ACRS, and other systems users manuals, period advisory cables.
- c) **Exercise of Judgment:** Takes action to resolve many issues independently. However, must be able promptly to recognize novel, complex and other unusual (non-routine) matters for referral to a supervisor for guidance.
- d) **Authority to make commitment:** None.
- e) **Nature, level, and purpose of contacts:** Routine contacts with public to gather or disseminate information. Working level contacts with host nation officials, other foreign mission's counterparts, and wide range of USG personnel to collect and/or provide information as directed by supervisor.
- f) **Supervision Exercised:** None. However, works closely with and helps train junior consular assistant.
- g) **Time required to perform full range of duties after being assigned to the position:** One (1) year.