



# INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post <b>QUITO - ECUADOR</b>	2. Agency <b>DEPARTMENT OF STATE</b>	3a. Position Number <b>A30-130</b>
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

Yes  No

4. Reason for Submission

a. Redescription of duties: this position replaces  
(Position Number) \_\_\_\_\_, (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade) \_\_\_\_\_

b. New Position \_\_\_\_\_

c. Other (explain) VACANT

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Consular Visa Assisant (NIV), 1415	FSN 7		02-07-2014
b. Other				
c. Proposed by Initiating Office				

6. Post Title Position (If different from official title) <b>NON IMMIGRANT VISA ASSISTANT</b>	7. Name of Employee <b>VACANT</b>
8. Office / Section <b>US EMBASSY</b>	a. First Subdivision <b>CONSULAR SECTION</b>
b. Second Subdivision	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position  _____ Printed Name of Employee  _____ Signature of employee      _____ Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position  _____ Printed Name of Supervisor  _____ Signature of Supervisor      _____ Date (mm-dd-yyyy)
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position  _____ Printed Name of Chief or Agency Head  _____ Signature of Section Chief or Agency Head      _____ Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.  _____ Printed Name of Admin or Human Resources Officer  _____ Signature of Admin or Human Resources Officer      _____ Date (mm-dd-yyyy)
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**13. Basic Function of Position**  
Performs full range of duties related to the processing of nonimmigrant visas: receiving, uploading, screening, correcting and classifying applications; printing, inserting, performing quality control of visas and returning visa'ed passports and related documents in a high-volume operation; and ensuring the smooth and secure flow of both applicants and documents. The position requires a high level of knowledge of complex laws and procedures; command of specialized computer systems, as well the ability to learn and adapt quickly to frequent changes in laws, procedures, policies and practices; the ability to communicate with applicants courteously, succinctly and accurately in both English and Spanish in a fast-paced, high stress environment; and a very high degree of integrity to ensure security of all accountable items, to maintain strict confidentiality of all applicant information, and to resist outside pressure for inappropriate visa assistance.

**14. Major Duties and Responsibilities**

30% of Time

1. DATA MANAGEMENT (25%)  
• Receives and uploads information submitted by applicants through the CEAC (Consolidated Electronic Application Center) into the

specialized nonimmigrant visa (NIV) computer system. Reviews NIV applications and supporting documentation for proper preparation, completeness, and accuracy. Edits for errors and missing information.

- Assists applicants in completing required forms and provides information on visa types and required supporting documentation.
- Based on a thorough knowledge of current laws, regulations and procedures, determines the correct visa classification and identifies additional documents required in support of the application. Confirms that applicant paid the correct application fee for the visa classification for which he/she is applying.
- Identifies photos uploaded by applicants which do not meet the stringent standards of the Department and recapture photographs into the NIV system as necessary.

#### 2. PREPARATION OF CASES (25%)

- As required by visa classification, confirms that applicants are registered in the SEVIS system or PIMS database and that all required fees have been paid. Advises interviewing officers of any discrepancies.
- Prescreens applications for prior refusals, possible ineligibilities, irregularities in documentation, and/or fraud indicators, and refers findings to adjudicating consular officers.
- Advises officers of local factors relevant to a case, which requires a thorough knowledge of host country conditions. Provides consular officers with background information on applicants when necessary.
- In the absence of the part-time EFM biometric clerk, collects biometrics, confirming identity of the applicant and ensuring that fingerscans meet stringent requirements.
- Prepares application files for interviewing officers.
- Upon receipt of responses from various U.S. Government agencies through the different database checks, prepares cases for officer resolution, maintaining strict confidentiality of all information received.

#### 3. PRINTING OF VISAS (15%)

- Accepts custody from the Accountable Consular Officer (ACO), as verified through the Accountable Items Inventory computer system, of visa foils and maintains stringent oversight over these accountable items at all times that the foils are in his/her legal custody.
- Prints approved visas, maintaining strict security and quality controls. Ensures that each foil control number matches that contained in the electronic case record. If the incumbent identifies any discrepancies, immediately alerts the ACO or NIV Chief and works with him/her to resolve the issue. Places printed visas into the corresponding applicants' passports, again confirming a match of biographic data, performs quality control of all visas printed and delivers visa'ed passports to DHL or directly to applicants as necessary.

#### 4. COMMUNICATION (5%)

- Acts as point of contact for Consulate staff and service providers seeking information on NIV matters.
- Maintains close communication with local guards and visa greeters to coordinate handling and movement of consular clients for optimal customer service and maximum security.
- Communicates with DHL, the public, local offices or Ecuadorian institutions as needed in furtherance of visa processing or customer service.
- Responsible for correspondence management, attention to action items and deadlines. Analyzes, researches, reviews, and drafts responses for signature for incoming NIV written and electronic correspondence from applicants, members of Congress, and the general public.

#### 5. ADDITIONAL RESPONSIBILITIES (30%)

- Shares responsibility for coordination and processing of diplomatic and official visas, and may be called upon to coordinate processing of complex visa classifications, including U, E, and Visas 92 and 93. Must be proficient in U.S. and Ecuadorian laws and regulations pertaining to all of these visa classes.
- May be responsible for tracking and procurement of Consular equipment and systems, monitoring use of expendable supplies and anticipating the section's needs. Coordinates with GSO to order all stocks in advance to ensure that the section does not run out of necessary supplies.
- Shares responsibility for coordination of the Cuban Medical Professionals Program, including provision of information to prospective applicants, liaison with the Ministry of Foreign Affairs and other governmental institutions, processing of applications, and maintaining spreadsheet of appointments.

**Note:** "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

### 15. Qualifications Required For Effective Performance

#### a. Education

At least two years of college studies equivalent to US Associate degree in business, social science, liberal arts, engineering, law, international relations or related fields.

#### b. Prior Work Experience

Two years of responsible general office experience including computer/data entry work, filing, and working with the public. One year of experience with the NIV section for full performance level.

#### c. Post Entry Training

Completion of PC-102 Immigration Law & Visa Operating course. On line training in all NIV computer applications

#### d. Language Proficiency:

Written and spoken English Level IV and Spanish Level IV (fluent) written/spoken is required.



e. Job Knowledge

Understanding of post practices related to NIV processing. Must have a commendable knowledge of all types of non-immigrant visas and their specific requirements. Must be familiar with all NIV computer applications. Knowledge of filing system. Strong knowledge of Ecuadorian documents, geography, society and culture. Familiarity with current visa fraud trends.

f. Skills and Abilities

Advanced typing (35 wpm). Strong knowledge and ability to use Microsoft office products (Word, Excel, Access), PC and Internet. Excellent interpersonal skills. Must exercise tact, judgment, and courtesy when dealing with the public in a high stress environment, as well as with difficult and/or demanding customers. Ability to compile statistical reports.

16. Position elements

a. Supervision Received

Direct supervision from NIV FSN Supervisor, with informal day-to-day direction provided by NIV consular officers.

b. Available Guidelines

Post practices related to NIV processing. NIV checklists with types of visas and forms related to NIV processing. Manual for NIV computer applications. Consular Affairs (CA) intranet site. 9 Foreign Affairs Manual (FAM) and instructions from supervisor.

c. Exercise of Judgment

Makes preliminary visa classification decisions, independently resolves basic operational and customer service related problems. Ensures thorough and accurate completion of NIV applications and review of accompanying documentation for completeness and fraud indicators. Distinguishes routine cases from unusual and extraordinary cases, knows when to seek advice from and refer cases to NIV FSN Supervisor or consular officers.

d. Authority to make Commitments

None.

e. Nature, Level, and Purpose of Contacts

Daily contact with a large number of visa applicants to process NIV cases during intake and at information window as well as telephone, when appropriate. Frequent contact with DHL agents. Daily contact with call center greeters, and security guards when ensuring the smooth flow of applicants into the waiting room.

f. Supervision Exercised: None.

g.

h. Time expected to Reach Full Performance Level: One year.