

Consular (Visa) Assistant FSN-7

13. Basic Function of Position

This position combines elements of the duties of Consular (Visa) Assistant, FSN-7 in IV, NIV, ACS and Correspondence. Incumbent is responsible for assisting the various units of the Consular Section in order to ensure the provision of excellent consular service to the public.

14. Major Duties and Responsibilities

% of Time

NIV DUTIES:

30%

1. Provides information to public via telephone and in person on types of visas available, requirements for each, and analyzing an inquirer's situation in order to appropriately direct subsequent actions.
2. Reviews passports and visa applications, enters information and carries out computer name checks in the NIV system, and prepares cases for adjudication by consular officers. Applies knowledge of U.S. immigration law and post's computer procedures when inputting information from the police, local courts, I-275, or any other source. Assists other FSNs in the printing of visa foils and assists the NIV supervisor in monitoring the quality of the finished visa.
3. Responsible on a rotating basis for initial processing of visa applications from special groups, temporary workers, and victims of crime or trafficking. Must be aware of fraud indicators and photo-substitution techniques to flag suspicious cases for the processing officer. Uses own judgment and knowledge of local history, culture and employment practices to evaluate suspicious passports or applications and bring them to the attention of the U.S. Officers and/or his/her supervisor. Conducts telephone checks on suspect documents at request of Consular Officer.

IV DUTIES:

30%

4. Receives U.S. Immigration Service (DHS/USCIS) petitions, Department of Labor Certifications and other documents in support of applications for entitlement to status as a immigrant visa applicant. Carefully reviews all preliminary applications to determine if applicant may be entitled to

immigrant status. Works independently, referring only unusual or questionable matters relating to the most complex cases to a team leader or the FSN Supervisor.

5. Maintains positive public relations by providing a prompt, responsive reply to the public inquiries, except for those inquiries which (due to sensitivity and complexity) must be handled by a Consular Officer. Provides general information and status reports to attorneys, Congressional offices and other interested parties. Receives written inquiries and responds with appropriate form letter or prepares routine responses in both Spanish and English.

ACS DUTIES:

30%

6. Interacts with applicants seeking passport and routine citizenship services and assists them in completing requisite applications and in furnishing required documentary evidence. Processes routine and less complex cases to the point of final review, referring the more complex or questionable cases to higher authority.

7. Assists the ACS Unit in providing passport, citizenship and special consular services to American citizens. Prepares passports for issuance by the Consular Officer. Prepares consular reports of birth abroad and other documents concerning U.S. Citizenship. Prepares important legal documents for consular notarial services.

8. Provides services to the public, both in person and telephonically, exercising independent judgment and responding with little or no supervision from Consular Assistant or Consular Officer. Conducts liaison with local hotels, guesthouses, restaurants, airlines, and other entities, in order to provide assistance to U.S. citizens. Advises the American Citizen Services Officers on Salvadoran politics, culture and social conventions when appropriate.

10%

CORRESPONDENCE DUTIES:

9. Assists the Information Unit, ensuring all written, electronic and telephonic visa inquiries receive an appropriate and timely response. Drafts and prepares diplomatic notes.
10. Assists in the translation of official documents and correspondence from English to Spanish and vice versa.

15. DESIRED QUALIFICATIONS

- a. **Education:** Completion of secondary school is required.
- b. **Prior Work Experience:** From one to two years of progressively responsible experience in the application of regulatory material in public contact work, the lesser amount being acceptable if acquired specifically in visa or American Citizen Services work.
- c. **Post Entry Training:** FSI Consular correspondence course.
- d. **Language Proficiency:** Level IV (fluent) Spanish and English ability is required.
- e. **Knowledge** Working knowledge of U.S. visa regulations. Familiarity with legal documentation commonly encountered in consular operations (civil and court documents) is required. The employee is expected to have a good general understanding of host country policies relating to immigration, the demand for visa services by local customers and clients and the immigration environment of the host country, local laws related to marriage, divorce, adoptions, and crime.
- f. **Skills and Abilities:** Exercise of tact in dealing with the public. Ability to work under continuous pressure. Strong working knowledge of MS office suites.

16. POSITION ELEMENTS

- a. **Supervision Received:** Day to day general supervision from the supervisory LE Staff member.
- b. **Available Guidelines:** Foreign Affairs Manual, Volume 7 and Volume 9, Part II.
- c. **Exercise of Judgment:** Exercises judgment in knowing when to refer matters to American or FSN supervisor.
- d. **Authority to Make Commitments:** Can commit applicants to the provision of additional information. Can commit the unit to the conduct of possible fraud investigations.
- e. **Nature, Level and Purpose of Contacts:** Extensive, particularly with police, immigration, banking officials, host country immigration officials, and judicial

authorities. Extent and level of contacts will vary depending on rotational duties.

f. Supervision Exercised: None

g. Time Required to Perform Full Range after entry into the Position: Six months.