

POSITION No.

**Position Name: Consular Associate ACS
VACANT**

1. Basic Function of Position

Incumbent will serve as one of two Consular Associates in the Consular Section, responsible for a variety of Non-Immigrant Visa Services and American Citizens Services duties. Incumbent must be a dynamic, energetic individual willing to do a wide variety of tasks as determined by often unpredictable and varied workflow.

2. MAJOR DUTIES AND RESPONSIBILITIES

NIV SERVICES

45%

Accepts visa applications and verifies identity of applicants.
Prescreens applications to ensure that all documents are complete and correct.
Determines appropriate visa classification and ensures applicant has required documentation. Checks applicants' receipts for proof of payment. Coordinates with greeters and guards to permit unscheduled entries, as required.

Enters data from visa application forms. Scans photographs for each application received. Scans referral forms and associated cases for corresponding records. Reviews and processes referral cases. Links families and special groups in the database. Verifies applicants' biographic data on application forms and passport.

Prints Machine Readable Visas (MRV) foils and performs quality assurance checks. Responsible for the appropriate use of visa foils, which are controlled items. Sorts rush cases for pass back at Window 1. Maintains log of passports picked up in person. Scans daily visa applications and maintains visa case files. Retrieves files containing sensitive-restricted information upon request for use in adjudicating applications.

Performs Petition Information Management Service (PIMS checks). Collects finger scans from applicants. Conducts CLASS name checks, inputs lookouts into the CLASS system.

Serves as back up and assistant to NIV Supervisory LES. Additionally serves as the back-up for refugee and asylum applications, visa revocations and sensitive visa cases. Performs other tasks as assigned.

AMERICAN CITIZENS SERVICES

45%

Incumbent performs the full range of citizenship and nationality services, including interviewing and taking oaths from applicants for passports, reports of birth abroad and death cases. Performs checks in the Passport Information and Electronic Record System (PIERS) database to verify previous passport applications. Identifies fraudulent applications, helps conduct fraud investigations, and tracks fraud trends.

Prepares and executes notarial services. Carries out welfare and whereabouts investigations and site visits and reports to the Department accordingly. Must be able to

POSITION No.

**Position Name: Consular Associate ACS
VACANT**

assist American Citizens in need, including those with serious mental and physical ailments.

Visits prisoners regularly and meets with prison officials, lawyers and family members, as necessary. In cases of the death of an American citizen, liaises with next-of-kin and mortuary services, arranges for repatriation of remains when requested, coordinates settlement or return of estate as required.

Drafts congressional responses and assorted ACS cables and correspondence. Performs other tasks as assigned.

Back-up duties

10%

The incumbent backs up the NIV Supervisor, ACS Supervisor, Consular Assistant, ACS Assistant Biometrics Clerk, and Visa Clerk, as required.

3. Required Qualifications

- a. **Education:** High school diploma is required.
- b. **Prior Work Experience:**
 - FP-7: At least six months in customer services. No prior consular work experience.
 - FP-6: One year of consular work experience within the last five years is required.
- c. **Job knowledge:** Successful prior completion of the 31-day Consular Course PC530 is required.
- d. **Post Entry Training:** Completion of in-house NIV and ACS systems, Excel and Microsoft Word training as needed, PIERS and SEVIS training within one month of entry.
- e. **Language Proficiency:** Level II Spanish. English level IV (fluent) written/spoken is required. (Language report form Bloomfield language school required)
- f. **Knowledge:** Must have the capacity to understand and develop a working knowledge of 9 FAM(Foreign Affairs Manual), 7 FAM, INA(Immigration and Naturalization Act), and Microsoft Office programs and a thorough knowledge of NIV 4.01 software and Consolidated Consular Database programs.
- g. **Skills and Abilities:** Must be pleasant, possess good judgment, and be able to deal with a public that can be irate following the refusal of a visa or distraught in the case of the hospitalization or death of an American citizen. Must work well under pressure and be able to clearly explain intricate immigration and citizenship laws and regulations. Must possess intermediate computer skills with knowledge of Microsoft Office Programs, ability to multitask, effective communication and good interpersonal skills.
- h. **Security Clearance.** Must have ability to obtain a Secret security clearance.

POSITION No.

**Position Name: Consular Associate ACS
VACANT**

4. Position Elements

- a. **Supervision Received:** Direct supervisors are the NIV Supervisor and ACS Supervisor; reviewing officer is the NIV Chief and ACS Chief. Receives direct guidance from officers and supervisor, but must accomplish daily tasks independently.
- b. **Available Guidelines:** 9 FAM, 7 FAM, INA, Consular SOPs, TAGS/TERMS Handbook
- c. **Exercise of Judgment:** Must exercise sound judgment and good common sense to respond to public inquiries and handle out-of-the-ordinary cases, such as VIPs appropriately. Good judgment is also required when deciding whether to pass a case to an officer for review. Must practice protection of personally identifying information for all consular cases in accordance with the provisions of the Privacy Act and other Department guidelines.
- d. **Authority to Make Commitments:** None.
- e. **Nature, Level, and Purpose of Contacts:** Maintains working level contacts throughout the Embassy and Ecuadorian Government.
- f. **Supervision Exercised:** Provides guidance to four LES and five contract employees. In the absence of the NIV Supervisor, supervises four LES.
- g. **Time Required to Perform Full Range of Duties after entry into the Position:** Six months.