

Position Title: Non-Immigrant Visa Assistant
Employee's Name: Vacant

Position Number: A30112
Position Grade: FSN-7

13. Basic Function:

Performs full range of duties related to the processing of nonimmigrant visas: receiving, uploading, screening, correcting and classifying applications; printing, inserting, performing quality control 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. 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:

1. DATA MANAGEMENT

- 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 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:

- 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 officer 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 biometric identifiers, confirming identity of the applicant and ensuring that fingerscans meet the stringent requirements of the requesting government agencies.

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- 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
- 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 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 GSS greeters or directly to applicants as necessary.
4. COMMUNICATION:
- Acts of 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 the public, local offices or Ecuadorian institutions as needed in furtherance of visa processing or customer service.
5. SPECIAL PROJECTS
- Responsible for special NIV projects, research, and fraud prevention efforts to include: regular validation studies, referral tracking, reporting of lost/stolen passports, overstay/return studies for J1 visa recipients and domestic employees, confirmation of return in specific cases and all Class A and B referrals, , monitoring cases undergoing additional administrative processing, destroying NIV issued and refused confirmation sheets , receiving I-407 forms indicating relinquishment of Legal Permanent Residence Status and sending them to DHS, as well as receiving and processing G-146 (Voluntary Departure) forms. Incumbents are cross-trained to be able to undertake any of the above activities, but specific duties are assigned as part of the yearly work plan to determine primary areas of responsibility. (25%)

Other duties may be assigned by consular management as deemed necessary. (5%)

15. Required Qualifications:

- a. **Education:** Completion of secondary school. Two years of college study is required.

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- 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.
- c. **Post entry training:** Completion of PC-102 Immigration Law & Visa Operating course. On line training in all NIV computer applications.
- d. **Language Requirements:** Written and spoken English (Level III) and Spanish (Level IV) required.
- e. **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 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. **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.
- b. **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 during intake and at information window as well as by telephone when appropriate. Daily contact with call center greeters and security guards to ensure the smooth flow of applicants into the waiting room.
- f. **Supervision Exercised:** None.
- g. **Time Requirement to Perform Full Range of Duties:** One year.