

**POSITION No.**

**Position Name: Temporary Consular Assistant**

**1. Basic Function of Position**

Incumbent will serve through September 2012 as an AEFM Consular Assistant in the Consular Section, responsible for a variety of American Citizens Services and some Non-Immigrant Visa Services duties.

**2. MAJOR DUTIES AND RESPONSIBILITIES**

**AMERICAN CITIZENS SERVICES**

**45%**

Carries out welfare and whereabouts investigations and site visits and reports to the Department accordingly.

Visits prisoners 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.

**NIV SERVICES**

**45%**

Incumbent serves as a point of contact for anyone coming into the Consular Section for visa services. 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. Links families and special groups in the database. Verifies applicants' biographic data on application forms and passport. Retrieves student information from the Student and Exchange Visitor Information System (SEVIS) to verify eligibility. Enters special annotations, as required.

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. Files petitions received from the Department of Homeland Security for special visas. Retrieves files containing sensitive-restricted information upon request for use in adjudicating applications.

**POSITION No.**

**Position Name: Temporary Consular Assistant**

Performs Petition Information Management Service (PIMS checks). Collects finger scans from applicants.

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.

**Back-up duties**

**10%**

The incumbent backs up the Biometrics Clerk, and ACS Assistants, as required.

### **3. Required Qualifications**

- a. **Education:** Completion of high school required.
- b. **Prior Work Experience:** Two years of general office experience, including clerical duties and working with the public.
- c. **Post Entry Training:** Completion of Consular Training Courses, NIV systems, Excel, Microsoft Word, and SEVIS training within three months.
- d. **Language Proficiency:** English Level IV (Fluent) and Spanish Level II (oral/reading) is required.
- e. **Knowledge:** Must have the capacity to develop a working knowledge of volumes 7 and 9 for the U.S. Foreign Affairs Manual, the U.S. Immigration and Nationality Act, and Microsoft Office programs. Must have the capacity to develop working knowledge of NIV software and Consolidated Consular Database programs (CCD) quickly.
- f. **Skills and Abilities:** Must be pleasant, possess good judgment, and have strong interpersonal skills. Ability to deal with sometimes irate public that includes refused visa applicants and their American citizen family members. Must work well under pressure and be able to clearly explain a variety of visa classifications, requirements, and the process needed to obtain a visa. Must be able to draft correspondence in English to answer a variety of citizenship inquiries from the public plus must also be able to reference Foreign Affairs Manual to respond inquiries.

### **4. Position Elements**

- a. **Supervision Received:** Direct supervisor is American Services Supervisor / Management Specialist; Receives direct guidance from officers and supervisor, but must accomplish daily task independently.
- b. **Available Guidelines:** 9 FAM, INA, Consular SOPs, TAGS/TERMS Handbook

**POSITION No.**

**Position Name: Temporary Consular Assistant**

- 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; Ministry of Foreign Affairs and other offices of the GOE Ministries; Foreign Missions and International Organizations for visa work.
- f. **Supervision Exercised:** None.
- g. **Time Required to Perform Full Range of Duties after entry into the Position:** One month.

**Revised April 11, 2012**