POSITION DESCRIPTION: CONSULAR CLERK/CASHIER

This document lists the major duties and responsibilities of the Consular Clerk/Cashier:

MAJOR DUTIES AND RESPONSIBILITIES

-- Serves as the main switchboard operator for the Embassy.
-- Is the first point of contact and main information source for all consular questions regarding application procedures, scheduling and basic legal requirements. Screens the majority of consular inquiries, passing only complex questions or inquiries on specific cases to NIV, IV, or ACS staff.
-- Answering incoming phone calls for the Embassy takes precedence over other tasks.
-- Receives messages to be passed to Embassy employees.
-- Serves as first point of contact for all Embassy inquiries.
Serves as consular cashier using the Automated Cash Register (ACRS) to process collection of all consular fees for Non-Immigrant Visas (NIV), Immigrant Visas (IV) and American Citizen Services (ACS) cases.
-- Maintains daily cash flow and is assigned sub-cashier responsibilities, including compiling end of day, end of month and other necessary reports.
Provides visa and passport applicants with routine information regarding visa and passport requirements and procedures. This requires a thorough knowledge of U.S. immigration law and visa regulations.
-- Maintains the online appointment system for all NIV and ACS appointments. Incumbent schedules additional emergency appointments as necessary and keeps Consular Officer informed of other special appointment requests. In addition, incumbent answers public inquiries regarding the online appointment system.
Pre-screens all NIV applications and ensures completeness before passing applications to the NIV intake personnel.
-- Returns processed visas and passports to customers on a daily basis.

Other Duties
-- Orders supplies for the Consular Section as needed.
-- Provides research for consular reports (e.g., the annual consular package)
-- Maintains materials in the chancery waiting room.