

POSITION DESCRIPTION: CONSULAR ASSISTANT

This document lists the major duties and responsibilities of the Consular Assistant.

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent's primary function is to assist staff in performing services related to Non-Immigrant Visas (NIV), Immigrant Visa (IV) and American Citizen Services (ACS).

1. NON-IMIGRANT VISAS PROCESSING

The incumbent serves as a Consular Assistance and performs the full range of services including:

-- Processes NIV applications from beginning to end, including entering NIV applications into the consular system, preparing documents for adjudication by the Consular Officer, printing approved visas, and preparing passports/visas for pick-up by the applicant.

-- Provides English translation of Icelandic documents to the Consular Officer as needed.

-- Provides information to visa applicants in all steps of the visa process, including how to complete NIV application forms and what type of supporting documentation to provide at the time of the interview.

-- Answers NIV inquiries, both via e-mail and via phone, on a daily basis.

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-- Provides official translations from Icelandic to English during NIV interviews as required.

2. CORRESPONDENCE, CONDUCTING OUTREACH AND STAYING UP-TO-DATE

-- Helps to maintain Consular informational documents and brochures.

--Translates text from English to Icelandic and Icelandic to English.

-- Provides written and oral replies to a growing number of public inquiries, answering questions that come in via the Consular Section's public e-mail and by phone.

3. IMMIGRANT VISAS AND AMERICAN CITIZEN SERVICES

The incumbent serves an assistant for Immigrant Visa (IV) and American Citizen Services (ACS) work. These duties include scheduling IV and ACS appointments, responding to emergency situations involving U.S. citizens, and preparing approved passports and IV packages for pick-up by U.S. citizens or IV applicants.

4. OTHER

-- Performs other duties as assigned.