

## **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 perform the full range of services related to Non-Immigrant Visas (NIV). The incumbent is the sole LES in the Consular Section with primary NIV responsibility. In addition, the incumbent serves as back-up for the consular cashier and for the Immigrant Visa (IV) and American Citizen Services (ACS) sections as needed.

#### **1. NON-IMIGRANT VISAS PROCESSING**

The incumbent serves as the primary LES in the NIV unit and performs the full range of services including:

- Processes all 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.
- Analyzes and prepares for final review complex and questionable visa cases.
  
- 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.
  
- Maintains all files associated with NIV work, including issued and refused visa applications, CAT I files, 221(g) records, and visa waiver documents in accordance with Department policy. -- Tracks complex NIV waiver cases, to include providing information to the Department of Homeland Security waiver processing offices in Washington, D.C.
  
- Answers NIV inquiries, both via e-mail and via phone, on a daily basis.
  
- Provides official translations from Icelandic to English during NIV interviews as required. Answers NIV inquiries, both via e-mail and via phone, on a daily basis.
  
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#### **2. CORRESPONDENCE, CONDUCTING OUTREACH AND STAYING UP-TO-DATE**

- The incumbent keeps the Non-Immigrant Visa handouts, including refusal letters in multiple languages, and SOP's up-to-date and stocked in section.
- Provides written and oral replies to a growing number of public inquiries, answering all NIV related questions that come in via the Consular Section's public e-mail. In addition, the incumbent drafts responses to all Congressional and other official NIV inquiries.

-- Monitors changes in U.S. immigration law and other consular regulations and, in consultation with the Consular Officer, implements these changes in the Consular Section as appropriate.

-- Assists with the Consular Section's extensive outreach campaign to Icelandic universities and high schools, encouraging students to study in the United States and to dispel myths that obtaining a U.S. visa is a difficult task. This outreach includes possible public speaking, presentations, media interviews and statistical research.

-- Maintains a wide range of contacts throughout the consular district, including government officials, tourist agencies and businesses.

### **3. FRAUD INVESTIGATOR**

The incumbent serves as the fraud investigator for the NIV section and advises the Consular Officer on all aspects of fraudulent NIV cases, including verifying official documents with both local and U.S. government agencies, universities, businesses and other organizations as required. The incumbent maintains a strong working relationship with Post's Regional Security Office and coordinates with that office in cases of serious criminal visa fraud.

### **4. IMMIGRANT VISAS AND AMERICAN CITIZEN SERVICES**

The incumbent serves as secondary back-up for Immigrant Visa (IV) and American Citizen Services (ACS) LES. These duties include the full range of IV and ACS services, including scheduling IV and ACS appointments, accepting and reviewing all documentation related to IV and ACS cases, 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.

### **5. OTHER**

-- Performs other duties as assigned.

-- Acts as back-up cashier.