

Enrollment and regular case processing (55%)

Performs the full range of NIV duties including pre-screening of incoming applications from NIV applicants, ensuring quality photo and fingerprint capture from the off-site Applicant Service Center (ASC) and retaking biometrics as needed, entering data accurately. Corrects errors in data entry by applicants as needed. Verifies that the visa category is accurate, enters annotations as appropriate and ensures that applicants have any required documentation.

Incumbent is the second responsible for processing incoming interview waived/exempt cases. S/he is in charge of recollecting every day all the interview waiver (IW) cases coming from our delivery company (DHL) checking each case against the shipping manifest . Conducts quality review of the photos and fingerprints captured by the Applicant Service Center (ASC) and recaptures biometrics which do not meet quality standards. Ensures that data entered by applicant such as name, date of birth and passport information is correct. Distributes them to officers for adjudication. Receives adjudicated cases and prepares BCC visas (laser) to return to applicants via courier. Conducts quality assurance of BCC visas. Incumbent is responsible for receiving back visas from applicants with errors for corrections.

Printing and quality control (15%)

Prints machine-readable visas (MRVs) as required, ensuring accuracy prior to printing to minimize spoiled visa foils. Verifies correctness of visa classifications, annotations and visa validity based on FAM regulations and country reciprocity rules. Personally returns all other visa foils (MRV) to the applicants at the Consulate taking control of these records indicating that the visas were picked up and by whom.

Scanning (5%)

Scans relevant documentation into cases in NIV. Conducts regular document destruction as appropriate.

Public Inquiries (15%)

Fields telephone and email inquiries from the public both in Spanish and English (via email or telephone calls) related to non-arrival of adjudicated visa cases, procedures in complex visa cases or providing general information for future applicants.

Administrative Support (10%)

Incumbent provides administrative support to the consular section by keeping an inventory of all the official forms need by the section. S/he is responsible for keeping good control of all the necessary supplies needed by the entire consular section. S/he participates in cross training with the ACS section as need in order to help them with the increase demand of applicants.

15. Qualifications Required For Effective Performance

- a. Education: Completion of High School or equivalent.
- b. Prior Work Experience: 2-3 years of customer service and administrative experience.
- c. Post Entry Training: Basic word processing. NIV application training. Completion of P102 Immigration Law and Visa Operations; PA459 Protecting Personally Identifiable Information; PC544 Detecting Fraudulent Documents; PA453 Ethics Orientation for New Locally Employed Staff; PT401 No Fear Training; PD543 Emergency Action Committee; PC120 Consular Task Force Basics; Consular Task Force Basics Application training; annual cybersecurity awareness and counterintelligence courses (all available on the Foreign Service Institute's DL-Learn Center). On-the-job training on USG regulations and NIV functions will be provided.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level III (Good working knowledge) English and Spanish.
- e. Job Knowledge: General working knowledge of Post policies and other related material corresponding to NIVs and biometric equipment. Good working knowledge of applicable NIV laws, regulations and procedures. Good working knowledge of Mexican laws, customs, and civil documents.
- f. Skills and Abilities: Ability to use tact and good judgment in dealing with the public and to work under pressure. Ability to determine when case matters are serious and/or complex enough to require assistance from LE Staff Supervisor. Ability to perform work with accuracy at a rapid pace. Must demonstrate attention to detail, effective team work, and strong interpersonal skills. Level II typing (a minimum of 40 words per minute). Ability to support consular operations during a crisis by working irregular shifts and/or at alternate location depending on mission-wide needs. Must have basic numerical skills to manage basic reports on Excel.

16. Position Elements

- a. Supervision Received: Incumbent is supervised by the LE Staff Supervisor on a day-to-day basis, and general supervision is received from the NIV Chief and the Consular Chief. Supervisors are available to assist with matters relating to the most complex and sensitive cases.
- b. Supervision Exercised: N/A
- c. Available Guidelines: The Immigration and Nationality Act (INA), Foreign Affairs Manual (FAM), Foreign Affairs Handbook (FAH), Standard Operating Procedures from post, Post supervisory guidance.
- d. Exercise of Judgment: Must recognize errors, omissions, and sensitive situations, or security issues when an officer must be contacted. Attention to internal controls is critical. Must evaluate the completeness and accuracy of visa applications and supporting documents and be clear and concise in oral and written communication.
- e. Authority to Make Commitments: N/A
- f. Nature, Level and Purpose of Contacts: Has regular contact with American and LE Staff employees at post and sometimes with the consular agencies. Daily contact with the general public, Mexican, and Third Country Nationals, regarding NIV procedures and Post policies regarding visas and visa information.
- g. Time Expected to Reach Full Performance Level: 12 months