

Major Duties and Responsibilities

Managing NIV workflow with Customer focus

50%

Incumbent serves as the primary operational manager of the daily influx of approximately 1,500 daily NIV applicants from the time they enter the consulate facility through their exit after their visa interview. Incumbent is responsible for coordinating with the RSO on the activities required to control access of applicants to the waiting hall, organizing the flow of applicants waiting for interviews, maintaining order and ensuring that at all times courteous service is provided to all our customers. Incumbent ensures that handling of all cases is efficient but in accordance with all laws and regulations. Incumbent trains and oversees activities of greeters provided by the GSS contractors, who guide and direct the movement of NIV applicants in the visa waiting hall. Through subordinate team leaders, incumbent supervises the processing of all NIV applications and the passport courier pass back process. Incumbent personally handles cases of particular importance and exercises judgment on when to refer cases or issues to the NIV chief.

Incumbent works directly with the GSS contractor to maintain and improve daily operations at Mumbai's Visa Application Center. Incumbent is required to continually search for new and innovative ways to meet business challenges and improve the working of the section. Incumbent is required to respond to frequent policy changes by proposing and implementing innovative solutions on delivering practical results.

Staff Management and Development

25%

The incumbent is required to have exceptional supervisory and managerial skills in order to plan the work and to provide both subject matter guidance and administrative supervision to a large number of staff, in conjunction with the NIV Chief. The NIV team is comprised of three teams of 7 Visa assistants each. Each team is led by an NIV team leader. Incumbent directly supervises the three team leaders and oversees activities of the entire team. Incumbent prepares performance evaluation reports for the three team leaders. Incumbent plays a key role in development of all NIV LE staff by preparing their work development plans, identifying training needs and opportunities for staff, counseling all staff on performance and professional development issues and establishing a training plan for new staff. Incumbent engages in constant dialogue with the team to encourage feedback, innovative ideas, and workflow improvements and addresses staff morale issues. Incumbent is required to link feedback, coaching, performance management and progressive discipline to inspire top performance and to deal effectively with underperformers. In order to maintain a cohesive work environment incumbent ensures that all changes and instructions are communicated to staff on a timely basis. Incumbent prepares work schedules, determines workload priorities, and allocates unit's resources to meet daily work demands.

Visa Specialist Function

25%

Incumbent serves as the principal advisor to the NIV Chief on issues concerning proper disposition of visa problems as well as on internal procedures. Sensitive and highly complicated case situations are common and generally referred to the jobholder for authoritative advice, hence the incumbent's need to have detailed knowledge of US immigration laws and regulations, including the usage of FAM references for the various visa categories and services provided by the Department of Homeland Security. Incumbent must also have a thorough understanding of the local host country environment as it relates to the work of the visa unit managed, the local fraud environment, local groups or affiliations that would affect visa eligibility, and the host country trends of travel to the USA.

Incumbent provides technical advice and plays a vital role in training entry level officers and others on visa procedures and local conditions. Incumbent performs quality audits on performance of the NIV LE staff to ensure their work is accurate. Incumbent exercises sound judgment skills while processing referrals and applications for officials and diplomats of the host government and other foreign missions and works with the NIV chief in determining the appropriate visa class and validity. Incumbent assists the NIV Chief and Consular Information Unit staff in responding to various NIV-related inquiries. Incumbent works closely with the NIV Chief in managing the NIV online appointment system for Mumbai, strategizing and planning workload six months ahead as per CA guidelines, while keeping wait times as low as possible based on available resources.

15. Qualifications Required For Effective Performance

- a. Education: Completion of university degree is required.
- b. Prior Work Experience: Minimum three years' experience in the consular area, or area related to customer service or work applying regulatory material is required. Out of which minimum six months of work experience should be at a command level or as a team leader of a team.
- b. Post Entry Training: Consular correspondence courses, NIV software and general software training and customer service training.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read): Level 4 in English (speaking, reading and writing), level 4 in Hindi (speaking only) and level 4 in Marathi /Gujarati (speaking only)
- e. Job Knowledge: Knowledge of U.S. visa laws and regulations, procedures and instructions, including 9 FAM, State Department ALDACs and consular SOPs. Knowledge of pertinent laws, customs, religion and other local factors affecting visa eligibility. Knowledge of MRV visa printing process, working knowledge of NIV software and the Consular Consolidated Database.
- f. Skills and Abilities: Ability to exercise tact and good judgment skills in dealing with visa applicants, under often difficult and sensitive circumstances. Ability to apply sound judgment in evaluating evidence and in applying highly complex regulatory material. Must be able to work and supervise under pressure. Proficiency in MS Office is required.

16. Position Elementsa. Supervision Received:

Directly supervised and reviewed by NIV Chief.

b. Supervision Exercised: N/A

Directly supervises and rates 3 NIV team leaders and indirectly supervises 21 Visa Assistants.

c. Available Guidelines:

9 FAM, Immigration and Nationality Act, ALDACs and instructions from State Department Visa Office and Post SOPs.

d. Exercise of Judgment: While working in a high pressure environment dealing with heavy volumes, must be able to exercise a great deal of judgment and maintain the highest ethical standards. Must show independent judgment in evaluating applications to determine the type of visa which is appropriate.

e. Authority to Make Commitments: Commits the Consulate to a course of action by decisions made and advice given to subordinates and visa applicants.

f. Nature, Level and Purpose of Contacts: Routinely deals with visa applicants in the Consular Waiting Room, representatives from the host government, travel agents and various business houses. Regular communication with representatives of GSS contractor.

g. Time Expected to Reach Full Performance Level:

One year