

BASIC FUNCTION OF POSITION

The incumbent performs complex, sensitive and highly varied work pertaining to Non-Immigrant Visa (NIV) services in the world's 14th highest volume post. Duties include prescreening NIV applications, printing and pasting visas, providing NIV information to the public, and interpreting for American Officers at the time of visa interview. The incumbent drafts cables and organizes evidence and drafts memoranda intended for use by U.S. Citizenship and Immigration services to research H-1B and L-1 visa cases. The incumbent analyses and verifies documents submitted in connection with visa petitions and/or applications which may indicate fraud and tracks cases through a computerized system. The incumbent accepts cases from officers; works with them to write legal memos, coordinates with all posts in mission India for maintaining the appointment schedule and with the Visa Application Centre for all Global Support Strategy (GSS) related issues. Performs various portfolio duties assigned regularly on a rotational basis. The incumbent will be cross-trained to perform American Citizens Service (ACS) functions and Consular Information Unit (CIU) functions.

Processing NIV applications and Issuances**50%**

The job holder reviews NIV applications to ensure they are complete, prepares NIV applications and documents for interview and adjudication by a consular officer, and supports Fraud Prevention by highlighting areas of concern regarding eligibility or potential misrepresentation. These duties include complex petition-based temporary worker visas that constitute more than half of the post's total applications. Checks previously entered visa case information for accuracy, ensures required security name checks have been sent and results received, performs visa photo capture per standards set by the Bureau of Consular Affairs, performs SEVIS database check for students and exchange visitors using the Department of Homeland Security's SEVIS system, runs PIMS check in CCD for all petition based cases and updates the status in the NIV system. Prints and pastes visas into applicants' passport. Quality checks each and every visa printed before dispatch and affixes them in the proper format. Provides applicants with information regarding the entire application process. Is attentive to anomalies on visa applications and potential ineligibilities and refers information to officers. Acts as interpreter for Consular Officers on a wide variety of NIV cases. Refers cases with biometric hits, IDENT, IAFIS to appropriate Consular Officer for clearance or further action. Alerts Consular officer on the expired name-check cases and requests them to re-transmit and re-adjudicate the cases to print the NIVs. Working closely with consular officers and fraud investigators, the incumbent assimilates and organizes evidence needed to write such memoranda and tracks these cases through a computerized system. Regulates applicants flow through entry-points and in the visa waiting hall. Acts as a team leader as and when required.

Managing Portfolios**35%**

Incumbent is required to have strong communication skills to coordinate with various businesses, organizations and representatives of the Government of India; and with other units within post and CTI. On a rotational basis, incumbent is assigned to perform various portfolio duties as detailed below.

Security Advisory Opinions: Incumbent is responsible for efficient processing of security advisory opinions, is a valuable resource for officers on the SAO process; coordinates with CIU on the posting of cleared NIV applications; monitors SAO drafts, transmittals and document review to ensure timely processing.

Shipping Executive Program (SEP): As the largest hub for crew visas in Mission India, Mumbai manages the Shipping Executive Program for Consular Team India. Incumbent manages the process of updating the SEP database and sharing it among posts in Mission India; coordinates with SEP member companies and resolves all their queries in a timely manner; and assists Consular officers in discussions with SEP.

Business Engagement: Incumbent is responsible for liaising with a wide range of businesses and tourist industry contacts. Coordinates and participates in outreach events and provides accurate information about the visa application process, via email and in-person.

H&L: Incumbent is responsible for processing and tracking of H&L cases by updating and tracking cases in a computerized system, ECAS. Serves as a valuable resource for officers and assists in analyzing H&L visa trends by managing the H&L inbox and analyzing the documents sent by the applicant for review by the adjudicating officer.

PIMS: Incumbent has primary responsibility for liaising with KCC on petition and PIMS related issues; manages accuracy of the petition by checking it in the database and if there are any adverse information, makes a note in the system.

Appointment Scheduling: Mumbai is the Coordinating Post in Consular Team India for appointment scheduling. Incumbent liaises with all posts in Consular Team India to review and make regular adjustments in the appointment calendar. This task requires capability to foresee various possible scenarios, familiarity with visa appointment patterns in the past and excellent coordination skills.

Interview Waiver Program (IWP): Incumbent manages processing of IWP caseload by preparing these cases for officers review. When applicable, the process for handling other post's IWP cases is not just different but much more complex and requires alertness in processing efficiently.

Global Support Strategy (GSS): As Mumbai is the coordinating Post for GSS in Consular Team India, incumbent works in coordination with Consular Officers across the Mission to collate any issues faced by all posts and liaises with the GSS contractor to resolve these.

Other than the portfolio duties detailed above, on rotational basis, incumbent also works on other portfolios such as Student, Religious, Metrics and Training.

Supporting American Citizen Services and Consular Information Programs 10%

Reviews, researches and responds to phone and email NIV inquiries such as basic visa requirements and procedures in Consular Information Unit. Assists in coordinating consular outreach events, particularly to businesses and potential student applicants. Attends events as needed to provide logistical support and technical advice. Participates in visa-related public outreach with officers. Accepts passport and consular report of birth abroad (CRBA) applications and prepares them for adjudication by an American officer. Tasks include reviewing forms to ensure proper completion; verifying adequate supporting documents; pre-screening cases for eligibility; conducting name checks; and screening for probable fraud indicators. Enters and scans approved passport/CRBA applications for electronic transmission to the U.S. passport center. Receives completed passports and performs quality assurance reviews. Prepares passports, CRBA certificates and other documents for delivery to applicants.

Others 5%

Incumbent assists team leaders in addressing emergency cases and attending to special appointments and referral cases. Incumbent shreds documents which are retained for a stipulated period as per post policies and destroyed as per guidance in FAM. Incumbent performs various other tasks as assigned by the supervisor.

15. Qualifications Required For Effective Performance

a. Education: A Bachelor's degree in Arts (Humanities), Business (Commerce) or Science / Technology is required

b. Prior Work Experience:

Two to three year experience of office clerical work, preferably involving public contact / customer service.

c. Post Entry Training: Training on NIV application and Consular Consolidated Database. FSI consular correspondence course on Immigration Law and Visa Operations (PC102) is required to achieve full performance level. Knowledge of MRV visa printing process and understanding of established controls over the custody and processing of visa foils and accountability.

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, writing), level 3 in Hindi, Marathi and Gujarati (speaking only).

e. Job Knowledge:

Knowledge of pertinent Indian laws, customs, religions and other local factors affecting visa eligibility. Knowledge of general principles of filing, general office procedures and MS office.

f. Skills and Abilities:

Typing/keyboard proficiency is required and proficiency in use of MS Office. Ability to work under pressure and to work as part of a large team, good judgment in evaluating evidence and in applying highly complex regulatory material, staying abreast of constantly changing laws and regulations, including introduction of new technologies.

16. Position Elements

a. Supervision Received:

Directly supervised by NIV Visa Assistant (Team Leader – BLA -312044). Receives general supervision by NIV FSN Chief (BLN 312001)

b. Supervision Exercised: N/A

c. Available Guidelines:

9 FAM of instructional materials, SOPs prepared by the Department or Chief of Section, FSI training materials.

d. Exercise of Judgment: Must be able to distinguish between simple queries and requests for information to which the employee can respond and those which must be referred to supervisory LES or Consular officer. Must recognize those applicants which require additional clearances or closer review by an officer and refer accordingly.

e. Authority to Make Commitments: N/A

f. Nature, Level and Purpose of Contacts:

Extensive daily contact with visa applicants in the Consular Waiting Room and regular communication with representatives of offsite vendor, various businesses, organizations and Government of India.

g. Time Expected to Reach Full Performance Level: One Year