

### **13. BASIC FUNCTION OF POSITION**

Incumbent accepts non-immigrant visa applications and provides information to the public at Consulate General Auckland. Primary responsibilities include processing visas using the machine-readable visa (MRV) system, cashiering, performing fraud checks and preparing drafts of immigration handouts and information sheets. Incumbent will also draft correspondence, maintain records and statistics within the office and process, maintain, record and reconcile daily cash transactions. Reports to NIV Unit Supervisor.

### **14. MAJOR DUTIES AND RESPONSIBILITIES**

#### **Non-Immigrant Visas**

**70% of time**

- Receives non-immigrant visa applications either personally or by mail. Processes cases to point of final review, consulting with Consular Officer to resolve any questions in complex cases. Ensures all necessary supporting documents and payments are included where applicable. Advises Consular Officer of questionable or unusual cases, particularly those which raise question(s) as to credibility of applicant. Enters applicant data and action codes; ensures names are checked against existing look out lists; confirms visa categories, issued/refused procedures, feed and filing/record keeping is consistent with standard operating procedures.
- Performs any background or fraud checks as may be deemed necessary. If application is not completed properly, returns to applicant indicating shortcomings.
- Tracks the development of cases such as requests for ARIS waivers, SAO/CLOK/AO.
- Administrative processing – updates pending cases to be sent to I.T. office in Wellington for daily loading onto the post website, when required in the absence of NIV unit supervisor.
- Drafts responses for congressional queries.
- Enters and retrieves data on a variety of consular automated programs.
- Provides information in response to public and local government inquiries regarding procedures and documentation required.
- Processes MRVs. Returns completed visas to applicants using method provided.
- Complies with daily visa foil accountability measures.

- Liaises with outside agencies such as hospitals, legal offices, travel agencies, a variety of private groups and local immigration offices to resolve queries that occur on either side.
- Performs other related duties as may be assigned or required.

**Consular Cashier (Sub-Cashier)**

**30% of time**

Receives payments from consular applicants, either in person or through the mail. Issues receipts to applicants. Makes necessary log/computer entries to record payments. Prepares bank deposits for pickup by designated guard/courier company. Responsible for safekeeping of advance cash and funds received. Drafts MRV periodic comparison report for Accountable Consular Officer. Maintains cashier files per standard operating procedures. Prepares MRV refunds and repatriation loan requests when required to be sent to Budget and Finance Wellington. Follows up on any problems or queries relating to the cashiering process. Conducts daily cash count verification at bank.

**15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

- a) **Education:** Completion of secondary school required.
- b) **Prior work experience:** Two to three years office administrative experience, with considerable customer service experience involving contact with the public. Must have experience in basic cash handling, such as the use of cash registers.
- c) **Post entry training:** Consular correspondence courses; on-the-job training in specialized computer systems, and regional workshops as available.
- d) **Language proficiency:** Good working knowledge of the English language, both oral and written. Knowledge of Maori, Samoan, Tongan, or a major Asian language helpful but not essential.
- e) **Knowledge:** Basic computer skills and knowledge of office procedures. A good knowledge of customer service principles and a general understanding of cash processing and handling.
- f) **Skills and abilities:** Must be able to deal with the public under pressure, to work carefully and efficiently while meeting established deadlines (visa turnaround times), to work as part of a team, to provide coherent explanations to the public about complex visa issues, and to learn and use new data-based computer programs. Must function with the highest integrity and be able to effectively process cash transactions and other sensitive items. Must display sound judgment and be able to read and apply specific rules/procedures and guidelines. Skill in operating an automated cashier system and ability to compute exchange rates and similar calculations are also required.

## **16) POSITION ELEMENTS**

**a) Supervision received:** Immediate supervisor of the position is the NIV Unit Supervisor. Supervision is minimal on routine matters, but closer for unusual or “one-off” assignments. Routine work is generally performed independently. Performance is evaluated on results achieved.

**b) Available guidelines:** Foreign Affairs Manuals, written cables and memoranda, procedures manuals, office SOPs, computer and correspondence manuals. Precedent actions may also be used as guides.

**c) Exercise of judgment:** Personal judgment (within the confines of various laws, regulations, and SOPs) is used in determining appropriate course of action; uses own discretion in determining need for guidance from supervisor or higher authorities.

**d) Authority to make commitments:** May make commitments for routine return of passports and for cases relating to work visas and crew lists.

**e) Nature, level and purpose of contacts:** Daily interaction with public and Consulate General staff. Frequent contact with local officials and travel industry representatives.

**f) Supervision exercised:** None.

**g) Time required to perform full range of duties:** 3-6 months.