

13. BASIC FUNCTION OF POSITION

Accepts non-immigrant visa applications and provides information to the public. Processes visas, using machine-readable visa (MRV) system. Performs fraud checks. Drafts correspondence, and keeps records and statistics. Must be able to work with minimal supervision. Position reports to NIV Unit Supervisor.

14. MAJOR DUTIES AND RESPONSIBILITIES

- 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. Enter applicant data and action codes; ensure names are checked against existing look out lists; confirm 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, return to applicant indicating shortcomings.
- Tracks the development of cases such as requests for ARIS waivers, SAO/CLOK/AO.
- Responds to incoming e-mail, faxes and queries.
- Enters and retrieves data on a variety of consulate 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 (i.e. return envelopes).
- Daily control of visa foil accountability
- 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 assigned, for example, may provide back-up cashier support services etc.

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.
- c) Post entry training:** Consular correspondence course; 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:** Good computer skills, and strong knowledge of office procedures. A general understanding of the need to establish controls over the custody and processing of cash and other sensitive documents and the principles of accountability.
- 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 be able to provide coherent explanations to the public about complex visa issues, and to learn and use new data-based computer programs. Must display sound judgment and be able to read and apply specific rules/procedures and guidelines.

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, computer and correspondence manuals. Precedent actions may also be used as guides.
- c) Exercise of judgment:** Personal judgment 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:** 6 months.