

- a. Responds to applicant inquiries by e-mail and phone; and assists with other related NIV tasks, as assigned. Drafts responses to written inquiries, including Congressional inquiries. 30%
- b. Manages special projects, lost and stolen passport/visa records, website updates, visa revocations, and others assigned by supervisors or self-identified and approved by supervisors. 20%
- c. Assists with managing NIV appointment website including managing group, emergency, and case inquiries via Sales force application. 20%
- d. Conducts Leahy name checks and coordinate event name checks for Consular section. 15%
- e. Serves as the cleared American witness for DNA tests of American Citizen Services (ACS) and immigrant visa applicants, responsible from beginning to end for strictly adhering to the rigorous regulatory and documentary requirements to ensure post compliance with, and integrity of, this important process. 10%
- f. Takes highest quality fingerprints possible of all visa applicants, verifies all applicants have read and agreed to the biometric signature oath/affirmation, and ensures data in all cases is accurate before passing applicants to the officers for interview. Assists with the intake of nonimmigrant visa applicants prior to their interviews. 05%

NOTE: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
High school diploma or GED equivalent is required.
- b. Prior Work Experience:
Two (2) to Three (3) years' experience in customer service, such as experience as secretary or general clerical or office assistant is required.
- c. Post Entry Training:
Online trainings about how to collect quality fingerprints.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level II (Limited knowledge) Speaking/Reading/Writing Spanish is required. Level III (Good working knowledge) Speaking/Reading/Writing English is required.
- e. Job Knowledge:
Must have a good knowledge of general clerical practices and procedures. Must know how to use Microsoft Office Suite.
- f. Skills and Abilities:
Keyboarding skills are required. Must be able to input data in consular systems with minimum errors, and spot and correct errors made by others (applicants and fellow staff). Must be able to learn how to use a telephone relay system. Ability to deal courteously and effectively with the public is required. Must be tactful when providing and requesting information.

16. POSITION ELEMENTS

- a. Supervision Received:
Incumbent is supervised directly by Visa Assistant Supervisor and is reviewed by the American NIV Unit Chief.
- b. Supervision Exercised:
None
- c. Available Guidelines:
FAMs, online correspondence courses.
- d. Exercise of Judgment:
Incumbent must use judgment when dealing with requests from the public. Must be able to determine which inquiries require referral to supervisor or colleagues.
- e. Authority to Make Commitments:
None
- f. Nature, Level and Purpose of Contacts:
Must be prepared to deal with GOP contacts from a wide range of Ministries on an ongoing clerical basis.
- g. Time Expected to Reach Full Performance Level:
One year.