

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Singapore	2. AGENCY Department of State	3a. POSITION NO. 100388 (T)
-----------------------------	---	---------------------------------------

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. Yes (3 positions) Posn nos. 100338, 100395 and 100516 No

4. REASON FOR SUBMISSION

a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)

b. New Position

c. Other (explain) Vacant position/Training grade

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority MCLASS	Non-Immigrant Visa (NIV) Assistant -1415 (Training Grade. Not to be used concurrently with the position #100388, Full Performance Grade at FSN-7)	FSN-6	CPB/ DFS	09-25-13
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title)	7. NAME OF EMPLOYEE
--	----------------------------

8. OFFICE/SECTION American Embassy, Singapore	a. First Subdivision Consular Section
b. Second Subdivision Non-Immigrant Visa Unit	c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
<hr style="width: 80%; margin: 0 auto;"/> Typed Name and Signature of Employee Date(mm-dd-yy)	<hr style="width: 80%; margin: 0 auto;"/> Typed Name and Signature of Supervisor Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
<hr style="width: 80%; margin: 0 auto;"/> Typed Name and Signature of Section Chief Date(mm-dd-yy)	<hr style="width: 80%; margin: 0 auto;"/> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

This is a training grade established to provide time and opportunity for the incumbent to acquire the knowledge and experience necessary to perform position duties at the full performance grade. Incumbent's performance will be evaluated formally at regular intervals. If performance is found to be satisfactory, the employee may be upgraded to full performance grade, FSN-1415-7.

The position is responsible for all aspects of non-immigrant visa (NIV) processing. The incumbent must screen incoming documentation and information from a variety of sources; organize and track visa requests according to a relatively complicated set of laws and procedures; assist Consular Officers in ensuring that all legal requirements for visas have been met; and serve as a language interpreter. The incumbent is expected to have the skills to handle and respond to sensitive and complex situations with diplomacy and tact. This position has the responsibility to handle cases with increasing complexity and problem-solve with a degree of independence once at full performance level.

14. MAJOR DUTIES AND RESPONSIBILITIES

1. Visa Processing

**% OF
TIME**

70

- a. Application Intake – Take in non-immigrant visa application package including forms, passports, and supporting documents from non-immigrant visa (NIV) applicants.
 1. Ensure applicants have paid necessary fees(including MRV Fee, SEVIS fee, Blanket L1 Anti-fraud fee and L1 Border Security fee) and that applicants have scheduled appointments through the appointment system
 2. Ensure applicants have the necessary supporting documents, and have valid passports.
 3. Pre-screen documents, and check third country national applicants' immigration status in Singapore. Check the nationality of employer of all domestic helper applicants.
 4. Highlight incorrect data entries and other unusual information relating to the application.
 5. Inform applicants of next steps in the adjudication process, and answer questions in an accurate, customer-friendly manner.
- b. Data Entry - Works with other NIV Unit staff to process all categories of non-immigrant visas, including but not limited to:
- c. Screening applications for completeness and accurate data (taking special care in according the correct visa classification, number of entries, validity, necessary annotation, issuance fees, if any, and any special clearance required) and calling unusual information to the attention of the officer as part of the effort to maintain the security of America's borders through the visa process.
- d. Reviewing passports and visa applications, including supporting documents, for fraud indicators.
- e. Capturing application photos to prepare for biometric processing, entering data into the NIV system, and completing any other processes required for adjudication.
- f. Printing – Printing of authorized NIVs, ensuring that all information is correct prior to printing to minimize the number of visa spoils. Ensuring that visas pass quality assurance checks before releasing passports.

- g. Ensures that all applicable visa application forms are fully completed for cases. Drafts outgoing cables to the Department for cases that require an advisory opinion. Conducts proper follow-up on cases involving advisory opinions, including contacting applicants regarding status of their application.
- h. Is assigned daily responsibility for control of accountable items including foils. Accounts for them at the beginning and end of the business day. Manages records including preparing applications for shipment and storage. Is also responsible for tracking any duplicate data-entry, discrepancy in printed visa foils records and/or tracing missing passports.

Pass Back – Prepare passports for return to applicants after visas have been pasted and QA'ed (including generating end-of-day reports, sorting documentation, and arranging passports for delivery). Generate and prepare manifest reports to ensure no discrepancies between the number of passports passed back, and reports. Ensure courier follows required security guidelines when accepting and carrying passports out from the embassy.

2. NIV Administrative and other duties

- a. Responsible for ordering supplies and arranging for services.
- b. Serves as one of the unit's several language interpreters.
- c. Serves as back-up cashier and Fraud Prevention Assistant in consular section as needed.
- d. Answers telephone and e-mail inquiries regarding visa application procedures and eligibility requirements.
- e. Performs any other duties and completes special projects as assigned by NIV Supervisor and Consular Section Chief.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education
Successful completion of local secondary school or graduating high school education is required.
- b. Prior Work Experience
At least three years of progressively responsible experience involving the application of complex regulatory or legal material in an administrative, government or para-professional setting required.
- c. Post Entry Training
Trains under supervision of the NIV Supervisor. Must successfully complete the FSI Visa Correspondence course. Training in the use of Consular applications. Attend FSI visa workshop and anti-fraud training.
- d. Language Proficiency
Level III (Good Working Knowledge) Speaking/Writing in English is required. Level III (Good Working Knowledge) Speaking in at least one designated language (Mandarin, Malay, Tamil, or Burmese) is required.
- e. Knowledge
Familiar with the full range of visa regulations and procedures, including 9 FAM, cable updates and other sources. Experience with administrative work and processing of forms and applications is required. Knowledge of anti-fraud procedures. Knowledge of cable writing format.
- f. Skills and Abilities
Competence in MS Office program (Outlook, Excel, Word) and possess intermediate keyboard skills that include both speed and accuracy using Consular applications is required. Ability to work quickly with minimum supervision and to supervise others. Ability to draft cables for consular officers. Must have highly developed oral communication skills in the areas of routine transmission of information, tact and diplomacy and complex explanations and developed skills in situations requiring care and compassion. Must have developed written communication skills.

16. POSITION ELEMENTS

- a. Supervision Received
Reports to the LE Staff NIV Supervisor, FSN-9 (Posn #100304).
- b. Available Guidelines
Routine reference to the Immigration and Nationality Act, the Foreign Affairs Manual, and other relevant sources. Seek guidance from NIV Operational Manager and NIV Supervisor as needed. Consular program Reference Guides and Standard Operating Procedure (SOP) cables, which provide training material and updated instructions on the constantly changing and increasingly complex computer systems required for biometric visa processing.
- c. Exercise of Judgment
Exercises considerable judgment in reviewing visa cases to recommend for approval, interview or fraud investigation. Drafts official cables for officers on a variety of matters, including advisory opinion requests. Identifies unusual information relevant to maintaining the security of America's borders through the NIV process.
- d. Authority to Make Commitments
None

e. Nature, Level and Purpose of Contacts

Daily contact with applicants regarding visa application inquiries and procedures. Occasional contact with senior level internal and external contacts.

f. Supervision Exercised

Provides advice and recommendations to other FSNs and manages the work flow of the unit in the absence of NIV Supervisor.

g. Time Required to Perform Full Range of Duties after Entry into the Position

A new employee would require a minimum of one year in the position to learn the full range of duties mandated.