

Position: Visa Assistant-NIV & IV, FSN 7

Major Duties and Responsibilities:

50% OF TIME

- Receives and screens Immigrant, Special Immigrant, and Diversity Visa applications and supporting documents for completeness and accuracy from a variety of sources, which entails the accurate handling of an extensive volume of applications.
- Assists applicants during the process of applying by providing information on visa procedures.
- Provides officers with relevant background information on applicants, including information based on knowledge of host country.
- Enters a significant amount of data in the automated consular system based on a sound knowledge of current IV laws, regulations and procedures.
- Captures data and images and prints immigrant machine-readable visas.
- Exercises discretion and a high degree of professional responsibility in handling confidential/sensitive applicant information and documentation.
- When a security advisory opinion (SAO) is needed (nearly 100% of all Iraqi cases), prepares the draft SAO in the IV system, exercising judgment in evaluating and synthesizing applicant information from the application and associated documentation. Notifies the officer when the SAO is ready for final review and electronic transmittal.
- Monitors daily the status of all cases pending SAO. Notify the Lead IV Officer whenever an SAO reply is received. Assist the Lead IV Officer in maintaining an accurate tracking spreadsheet showing detailed status of all cases pending SAO. Notifies the Lead IV Officer when SAO processing delays surpass the due date indicated by the Department.
- Keeps fluent interaction with IV FSN Supervisor, Lead IV Officer, and Deputy Section Chief, providing advice, recommendations, and feedback on IV operations, as appropriate, to establish state-of-the-art daily visa processing.
- Provides prospective applicants with information on general immigrant visa procedures and regulations on a wide array of visa enquires.
- Ensures key case documents are properly scanned into the application program record.
- Maintains and retains files strictly in accordance with Consular Management Handbook and National Visa Center guidance, without need for close supervision.
- Prepares files for monthly shipment for archiving, strictly in accordance with Consular Management Handbook and National Visa Center guidance, without need for close supervision.
- Performs general clerical and others duties appropriate to grade and responsibilities as instructed by supervisors, which may include:
 - Acts as liaison with panel physicians/medical testing providers.
 - Provides interpretation and translation services as needed, Arabic-English and English-Arabic, including assistance during visa interviews; translation of documents and correspondence, including diplomatic notes. Makes phone calls and sends email in either language in order to obtain information requested by the officer.
 - Develops and maintains translations, reports, charts, graphs, correspondence templates and SOPs.
 - Replies promptly and accurately to IV e-mail and fax queries, independently replying to routine inquiries (approximately 80% of total queries), identifying urgent and complex queries and submitting them promptly to the IV Lead Officer for appropriate action.
 - Manages unit orders for work/supplies.

- Updates IV website information on a regular basis, clearing changes with the FSN Supervisor and Lead IV Officer.

40% OF TIME

- Receives and screens Non Immigrant Visa applications and supporting documents for completeness from a variety of sources and enters a significant amount of data in the automated consular system having a sound knowledge of latest NIV laws, regulations and procedures.
- Assists applicants during the process of applying by providing information on visa types and recommending proper procedures.
- Assigns visa classification and advises officer of relevant applicant information which requires thorough knowledge of host country by providing consular officers with background information on applicants when deemed necessary.
- Captures data and images and prints nonimmigrant machine-readable visas and reviews printed visas for completeness and accuracy.
- Exercises discretion and high responsibility in handling confidentiality-sensitive applicant information and documentation.
- Keeps fluent interaction with Lead NIV Officer, provides advice, recommendations and feedback on daily operations, as necessary, to maintain state-of-the-art daily processing.
- Provides prospective applicants with information on general nonimmigrant visa procedures and regulations on a wide array of visa enquires.

10% OF TIME

- Serve as back-up consular cashier, as needed (up to three weeks within every three-month period), assuring that all fees are collected, recorded in the ACRS cashing system, reported daily to the ACO, and deposited with the Embassy's Class B Cashier, in strict accordance with Consular Management Handbook guidelines. Serve as back-up NIV LES, as needed, to accommodate high FSO and FSN turnover at this post (average six months per LES, one year per FSO) and leave schedules (up to three weeks every three months).
- Serve as back-up ACS LES, as needed, to accommodate high FSO and FSN turnover at this post (average six months per LES, one year per FSO) and leave schedules (up to three weeks every three months).