U.S. Department of State

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

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

1. Post	2. Agency	3a. Position Number
U.S. Embassy Mexico City	DOS/CONS/NIV	312801 A31-117

3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☒ Yes ☐ No (A31220, A31214, A31233, A31245, A31213, A31211, A31212, A31215, A31219, A31203, A31227 A31238, A31250, A31222) Base classification 312801 A31220

4. Reason For Submission

☐ a. Redescription of duties: This position replaces

(Position Number)_____(Title)_____(Series)_____(Grade)

☐ b. New Position

☒ c. Other (explain) Standardization of position

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-YYYY)
a. Post Classification Authority Florida Regional Center	Visa Clerk	FSN-06		04-08-2016
b. Other				
c. Proposed by Initiating Office				

6. Post Title of Position (*if different from official title*)	7. Name of Employee Vacant
8. Office/Section Mexico City – Consular Section	a. First Subdivision Non-Immigrant Visa Section
b. Second Subdivision	c. Third Subdivision
9. This is a complete and accurate description of the duties and responsibilities of my position. Vacant Printed Name of Employee Signature of Employee Date (*mm-dd-yyyy*)	10. This is a complete and accurate description of the duties and responsibilities of this position.
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 this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

13. Basic Function of Position

•Screens and organizes incoming documents and other information from a variety of sources and track visa requests accordingly to a complicated set of laws and procedures so that the Consular Officer or other Adjudicating Official can make decisions.

•Processes the full range of visas from start to finish according to US visa law and Mexico City-specific SOPs; involves technical and clerical phases for visa issuance process to include data entry, CLASS transmission, capture, printing, and placement in passport of visa foil.

•Serves with colleagues in the visa unit and interacts with the public.

•Receives work assignments and tasks according to a standard operating procedure, and follows the appropriate steps in an established process.
•Performs other duties as needed in one of the world's single busiest visa operations, including trainings, team building and leadership activities.

14. Major Duties and Responsibilities

Visa Processing: Safeguard integrity of entire visa process in the FSN realm 75% OF TIME

•Receives assigned daily work and performs a full range of duties related to visa tasks completed in cooperation with other LE staff, managers, and officers. Responsible for accuracy and efficiency in all aspects of work in one of the world's largest NIV units.
•Processes documents from the intake window, courier, Consular Electronic Application Center (CEAC), Department of Homeland Security (DHS), email, and phone: cross-references data in the CEAC records, downloads applications from CEAC, verifies data at intake while pre-screening at the window, and ensures that requirements for supporting documentation are met.
•Tracks pending applications via data input and logs completed actions.
•Alerts officers to any problems or unusual circumstances discovered during intake.
•Prints visas and files and tracks case status using proprietary software. When printing visas, Job holder accepts accountability for visa foils and ensures foils are accounted for at the end of the day.
•Keeps records of passports handed to courier for return to applicants.
•Ensures that all inquiries from applicants and other individuals regarding visa regulations and procedures are correctly answered in a timely manner.
•Ensures customer service interactions are logged and filed according to established procedures.
•(See addendum)

Customer Service ***15% OF TIME***

•Reads, understand and/or writes pre-formatted letters, requisitions, brief memos, applicant's letters or routine case notes.
•Provides clear, accurate, prompt, and courteous customer service through email, telephone and in-person interactions.
•Interacts internally with section colleagues and indirect interaction with external contact with mission colleagues.
•Ensures internal customer service interactions are conducted in a respectful way at all times and attends any request from colleagues or escalates it to a higher supervisor (Team Leader, FSN Deputy Supervisor or FSN Senior Supervisor).
•Is able to resolve internal and external customer problems at early stages.
•Provides neutral and accurate translations for Consular Officers during applicant interviews when requested.

Ongoing training and Admin Duties ***10% OF TIME***

•Continues training at FSI, through distance-learning, classroom training, leadership workshops or any other consular non consular training or studies.
•Maintains file records related to the delivery of visas.
•Keeps current on, and applies changes in law and SOPs to daily workflow and suggests improvements.
•Provides assistance to pick up supplies and place/deliver them in cabinets or to specific person or area.
•Provides assistance with the pickup and delivery of Official mail.

NOTE: This position description in no way states or implies that these are the only duties to be performed by incumbent/jobholder. Jobholder will be required to perform other duties or participate on any other specific project assigned by the Consular Section.

15. Qualifications Required For Effective Performance

a. Education:

Completion of High School required.

b. Prior Work Experience:

Minimum of two years in a professional office setting dealing with the public / customer service and/or work applying regulatory material. One year of typing or data-processing experience preferred. 40WPM.

c. Post Entry Training :

•Extensive on-the-job training, self-study, and FSI Consular distance learning courses. Use of modernized consular computer applications.
•Completion of several training courses including the building block relating to Visa work:

- PA459 (Protecting Personally Identifiable Information)
- PC419 (Collecting Consular Fees)
- Optional - PC102 (Immigration Law and Visa Operations)
- Optional - PC103 (Nationality Law and Consular Procedures)

•Proprietary visa software applications.
•Database system training.
•On the job training in NIV systems and procedures and/or in any other Visa related or nonrelated job or ongoing projects.
•Advanced training provided by immediate supervisor, NIV Deputy Team Leader or Team Leader.
•Familiarization where to look up for FAM's and any other NIV source materials.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):

•Level III (fluent) Reading/Writing/Speaking in English is required.
•Level III (fluent) Reading/Writing/Speaking in Spanish is required.
•Language proficiency may be tested.

e. Job Knowledge:

Jobholder must possess knowledge of:
•Procedures and regulations governing visa processing, both the Immigration and Nationality Act (INA) and 9 Foreign Affairs Manual (FAM) 40, 41, and 42, and also be able to find guidance and updated regulations distributed by the Department of State.
•Thorough know-how of the computer applications used for visa processing and scheduling.
•Detailed understanding of the host country's policies relating to international travel.
•Clerical procedures and practices required.
•NIV SOP's 9FAM/22 CFR; Immigration and Nationality Act and related laws; application and refusal forms.
•Non-immigrant visa eligibility and /or visa regulations.

f. Skills and Abilities:

•Speed in data entry is a critical requirement; keyboard (Typing speed at a minimum of 40 WPM).
•Accuracy in data entry as it avoids the necessity of making time-consuming error corrections that require Officer involvement due to the high volume of visa issuance in Mexico City.
•Ability to use specialized consular and non-consular software and equipment; proficient computer skills. Good working knowledge of Microsoft Office is required.
•Basic mathematical skills are required for compiling statistical and workload information.
•Must have developed oral and written communication and interpersonal skills to deal with applicants and other individuals inquiring about visa issues.
•Aptitude to comprehend on the job training, and subject matter knowledge of visa procedures.
•Good judgment, ability to make controlled decisions and ability to work under pressure required.
•Capacity to safeguard controlled items.
•Attention to detail.
•Potential to work independently and self-study skills to learn from FSI and/or any other distance learning school.
•Highly developed interpersonal skills to interact with external and internal customer service and contractors.

16. Position Elements

a. Supervision Received:

•LE Staff Team Leader.
•The FSO Team Leader acts as reviewer for Employee Performance Review purposes.
•The Visa Chief, the three Deputy Chiefs, the Senior LES Supervisor and Deputy LE supervisor provide indirect supervision.

b. Supervision Exercised:

•None.

c. Available Guidelines:

9 FAM; Immigration and Nationality Act and related laws, Department of State cables; consular section Standard Operating Procedures (SOPs); DHS and Mexico City consular websites; administrative announcements; written and verbal guidance/instructions from supervisor; equipment handbooks; Foreign Affairs Manual; 9 FAM/22 CFR; application and refusal forms; and or any other material as requested for specific purposes, ongoing projects and/or activities update.

d. Exercise of Judgment:

•Understands visa classifications and application requirements.
•Completes assigned tasks with some supervision.
•Should be able to recognize and determine when issues should be escalated to FSN and/or FSO supervisor for intervention or special handling.
•Must be extremely precise and trustworthy.
•Maintains high standards of rectitude.
•Must be able to appropriately address concerns raised by public.
•Must be able to recognize FSO errors or omissions on application forms.

e. Authority to Make Commitments:

•Resolves visa problems and commits to efficient customer service within SOPs and exceptionally if needed, with guidance from superiors.

f. Nature, Level and Purpose of Contacts:

Job holder contacts are:
"Standard"
•Within the Consular Section as well as with LE Staff, FSOs, EFMs and CSC staff in order to facilitate visa processing.
"Basic"
•Direct contact with the public when returning passports, accepting drop box cases, or resolving errors which are brought to the Visa Unit.
•Within the mission and/or with interested embassy offices.
•If requested, (provides routine contact involving transfer of information) with visa applicants from many nationalities and professions, local government officials and local business agents.
•If requested, "basic" telephone contact with the public regarding visa application procedures.

g. Time Expected to Reach Full Performance Level:

1 year.

***ADDENDUM:* MAJOR DUTIES AND RESPONSIBILITIES IN VISA PROCESSING.**

Jobholder, based on the rotation program will perform any of the duties described below:

- **Receives assigned daily work and performs a full range of duties related to visa tasks completed in cooperation with other LE staff, managers, and officers. Responsible for accuracy and efficiency in all aspects of work in one of the world's largest NIV units.**

GENERAL VISAS PROCESS

- Protects US border security by ensuring that controlled and sensitive items such as visa foils, passports, visa applicant information and name-check results are appropriately safeguarded.
- Alert to fraud, misrepresentation and attempts to subvert the integrity of the visa process.
- Handles controlled visa information and materials.
- Brings cases deserving special handling to the Team Leader, Assistant FSN Supervisor, and Senior FSN Supervisor or U.S. Consular Officer and recommend action.
- Develops and maintain a working knowledge of legal, technical and procedural matters regarding non-immigrant visas at a time of rapid change to visa law, policy and procedures.
- Participates in a range of on-the-job training in visa law and procedures as well as FSI-sponsored distance learning. Receive Consular Systems, computer training and FSI or Embassy sponsored training as available.
- Helps train newly arrived junior officers in Post-specific visa processes. From time to time, answer phones and take sensitive messages as a backup to the office administrative assistant staff.

SPECIAL VISA UNIT

- Interacts in the reception and processing of special visa cases such as Humanitarian Paroles approved by other agencies.

AUXILIARY DUTIES

- Processes documents from the intake window, courier, Consular Electronic Application Center (CEAC), Department of Homeland Security (DHS), email, and phone: cross-references data in the CEAC records, downloads applications from CEAC, verifies data at intake while pre-screening at the window, and ensures that requirements for supporting documentation are met.
- Tracks pending applications via data input and logs completed actions.
- Scans additional documentation per FAM regulations.

DATA INTAKE

- Enter applicant data for both issuance and refusals using the computerized Machine Readable Visa System.
- With minimal supervision, data check applications, capture biometric data with sensitive cameras and fingerprint scanners and enter applicant information accurately into specialized NIV computer systems for verification against worldwide Consular databases.
- Apply knowledge of rules regarding correct type of visa for travel, validity dates, number of entries allowed per visa and correct placement in Mexican and third-country national passports.
- In conjunction with a direct supervisor; decide which cases should be referred to officers for clearance or further interviews.

MRV

- Operates high-tech, expensive, Lincoln Machine Readable Visa (MRV) production equipment.
- Responsible for signing for visa foils when they removed from the safe by an Officer. By signing for the visa foils, the Visa Clerk is assuming responsibility for the safeguarding and proper use of the visa foils. Visa foils are blank immigration documents, and unauthorized access to visa foils could result in a threat to the national security of the United States. Visa foils have a high monetary value.
- Prints visas and files and tracks case status using proprietary software. When printing visas, Jobholder accepts accountability for visa foils and ensures foils are accounted for at the end of the day.
- Acts as the quality control check on all Lincoln visas produced by Post and train staff on proper use of MRV equipment. Report "failed" visas to the American Officer responsible for monitoring visa production and destruction.
- Handles, produces, and performs quality control and safeguard roughly 10,000 high-value MRV foils per week. Safeguard the integrity of the MRV program by properly securing production materials and blank visa foil stock.
- Ensures visas are printed error-free, or initiate spoiling of irregular visas with Consular Officer.
- When required to supplement work of regular printing and affixing staff, print and affix visas using the MRV computerized system.
- Throughout the process, each clerk is responsible for the proper use of and safeguarding of visa foils, which is already mentioned are an extremely sensitive item.

- Visa printing and placement of the visa foil in the passport are relatively menial tasks but require attention to detail to avoid mistakes which would require processing of the application and wasted resources, such as visa foils that would have to be destroyed.
- Responsible throughout the process for integrity of controlled items and quality of the finished product.
- Keeps records of passports handed to courier for return to applicants.

PUBLIC LIAISON UNIT

- Ensures that all inquiries from applicants and other individuals regarding visa regulations and procedures are correctly answered in a timely manner.
- Ensures customer service interactions are logged and filed according to established procedures.
- Identify and suggest resolution of problem cases. Interact with Mission staff regarding visa processing.
- Interacts with the public both by telephone and in person, including answering specific questions related to the requirements for all types of visas.
- Answers routine public and telephone inquiries regarding visa procedures.
- Assists in maintenance of NIV files.
- Also responsible for various clerical duties, such as filing of I-275's, refusal entry, and answering general public inquiries by telephone and other as requested.

SHARED SERVICES

- Responsible for maintaining an accurate Excel spreadsheet named "capacity tracker" which contains all officers whereabouts, with this information we can know each post's interview capacity.
- All issues involving the appointment system (YATRI): create calendars, release or close appointments, move slots from one visa category to another, coordinate with the ASC any appointment cancellation or to reduce/increase interview waiver cases.

INTERVIEW WAIVER AND BCC PROCESSING

- Processes documents for the renewal of a visa, verifies biometric captured data at intake, ensures that requirements for supporting documentation are met and enter applicant information into specialized NIV computer systems for verification against worldwide CLASS and FBI databases.
- Processes BCC cards printed by APC and forward them to our GSS contractor for visa delivery.