

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 GUADALAJARA	2. Agency STATE	3a. Position Number A31-223		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The base classification is 312803 A31-209				
4. Reason For Submission <input checked="" type="checkbox"/> a. Redescription of duties: This position replaces (Position Number)A31-223 (Title)VISA CLERK(Seriesfsn-1415 (Grade) FSN-6 <input type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain)				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-YYYY)
a. Post Classification Authority				
b. Other				
c. Proposed by Initiating Office	VISA CLERK, FSN-1415	FSN-6		
6. Post Title of Position (if different from official title)		7. Name of Employee VACANT		
8. Office/Section USCG GUADALAJARA		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. 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. _____ Printed Name of Supervisor _____ Signature of Supervisor Date (mm-dd-yyyy)		
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. _____ Printed Name of Chief or Agency Head _____ Signature of Chief or Agency Head Date (mm-dd-yyyy)		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. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)		
13. Basic Function of Position Perform technical and clerical phases of the nonimmigrant visa application and issuance process, including entering applicant data; CLASS name-check transmission; photographic image-capture; fingerprint capture; printing and placement in passport of machine-readable visas; analysis, review, and processing of first time visa applications and visa renewal applications, including interview waiver and age-exempted applicants; coordination with DHL to receive and send visas, passports, and other documents; and pre-check of visa applications one day before the visa appointment.				
14. Major Duties and Responsibilities				

Visa Applicant Enrollment Processing: 55%

Perform biometric photographic image-capture and fingerprint capture for BCC production. Enter applicant data into the Nonimmigrant Visa System, including namecheck and biographical information, as well as work visa petitions from the U.S. Department of Homeland and Security. Conduct twice-daily checks of the next day's cases to facilitate the proper transmission of namechecks for each case. Due to the high volume of applications at USCG Guadalajara, speedy visa processing, time management, and attention to detail are critical.

Other Visa Applicant processing: 15%

Print visa foils and place them in passports. Exercise great care in safeguarding visa foils and other controlled items. Verify that each application has been properly authorized and that the information on the visa is accurate. Refer any errors - e.g., visa category, validity period, or biographical information - to the adjudicating officer or a supervisor for review.

Public Contact: 10%

Interaction with the general public, including direct assistance to visa applicants as well as collection of ink fingerprints of individuals applying for certain visa categories.

ACS Casework: 15%

Receive passport/citizenship applications, process them via ACS+, and prepare all necessary paperwork so that the officer is prepared to conduct the adjudication interview without having to search for other documents or make error corrections. Inform the consular officer about any detected fraud indicators or irregularities in the case. Process reports of mutilated, lost, or stolen travel documents and provide applicants with the required forms and instructions on how to complete them.

Routine Office Tasks: 5%

File forms and case records involved in the visa process; scan documents for certain visa types (e.g., C1/D, TN, or groups); conduct miscellaneous clerical duties such as separating BCCs and visa applications to be shredded.

15. Qualifications Required For Effective Performancea. Education:

Completion of secondary (high school) required.

b. Prior Work Experience:

One year experience in office clerical work involving contact with the public

c. Post Entry Training:

On the job training provided by a Team Leader, FSN Supervisor, and/or NIV Chief or Deputy NIV Chief. Completion of PC102 within one year of entry on job and PC103 within two years of entry on job.

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

Level III English (good working knowledge) is required. Level IV (fluent) Spanish is required.

e. Job Knowledge:

Good working knowledge of nonimmigrant visa and passport/citizenship regulations. Advanced knowledge of the NIV and ACS+ systems.

f. Skills and Abilities:

Level II typing skills (40 wpm); ability to safeguard controlled items; ability to work independently and within a team. Excellent exercise of tact in dealing with the public. Ability to work under continuous pressure

16. Position Elementsa. Supervision Received:

FSN-8 Team Leader provides working guidance and overall supervision. FSN Senior NIV Supervisor reviews overall performance.

b. Supervision Exercised:

None.

c. Available Guidelines:

Foreign Affairs Manual (FAM) 7 and 9 provide the essential guidance for passports/citizenship and visas, respectively. The Immigration and Nationality Act of 1952 as amended and pertinent Mexican laws as well as post written standard operating procedures provide further guidance.

d. Exercise of Judgment:

Must recognize sensitive situations that require officer involvement and also recognize officer errors or omissions in visa/passport processing. Must also be alert to fraud indicators during interactions with applicants and while reviewing and enrolling applications and inform officers accordingly.

e. Authority to Make Commitments:

None

f. Nature, Level and Purpose of Contacts:

Primary contact with public and consular officers on visa or ACS procedures. Some contact with local officials for the same purpose. Direct contact with the public when receiving applications, doing appointment screening, or resolving errors in Consular applications

g. Time Expected to Reach Full Performance Level:

One year.

Visa Clerk

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13. BASIC FUNCTION OF POSITION

Maintain integrity of controlled items and ensure the quality of DHS-produced Border Crossing Cards (BCC). Conduct clerical duties, such as filling forms, separating BCCs and visa applications to be shredded, and direct public contact as necessary. On a rotational basis, process passport/citizenship cases, including complicated first-time applications. Perform initial review of passport/citizenship applications and prepare case paperwork for the adjudicating officer. Screen passport/citizenship cases for possible fraud indicators and, as needed, suggest to the officer that a case be examined for potential fraud.