# INTERAGENCY OVERSEAS EMPLOYEE POSITION DESCRIPTION

This document is used for regulatory purposes relating to the appointment and payment of public funds. False or misleading statements may constitute violations of such regulations. Prepare according to instructions from the Supervisor's Field Guide for Supervisors of Locally Employed Staff, Chapter 2 (3 FAH-2 H-440).

<table>
<thead>
<tr>
<th>1. Post</th>
<th>Ho Chi Minh City</th>
<th>2. Agency</th>
<th>Department of State</th>
<th>3a. OPS Job Code</th>
<th>J03788</th>
</tr>
</thead>
<tbody>
<tr>
<td>3b. Post Job Number</td>
<td>A31233</td>
<td>3c. Subject to Identical Position?</td>
<td>☒ Yes ☐ No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3d. Total Number of Positions</td>
<td>12</td>
<td>Identical Additional Post Job Numbers</td>
<td>N31202, N31221-34 &amp; A312-22-23-26-29-31-32-33-37-38</td>
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<td></td>
</tr>
</tbody>
</table>

4. Post Position Title or Working Title (if different from official title)

**Visa Assistant, FSN-1415**

5. Reason for Submission

- ☒ Recruitment
- ☐ Implementation of SJD/FJD
- ☐ Recertification of position description
- ☐ Significant changes to existing position
- ☐ Reorganization or reprogram of existing vacant position to position with different official title or occupational series - provide OPS position Number and OPS Job Code for existing vacant position

6. Organizational Design

6a. Office/section | Consular |
6b. First Subdivision | Non-immigrant Visa Unit (NIV) |
6c. Second Subdivision | |
6d. Third Subdivision | |

7. Certifications/Signatures

7a. Employee | I acknowledge receipt of this description of my position duties and responsibilities. | ☐ By checking this box, I , certify that I am the individual submitting this document. | Date |
7b. Supervisor | I certify that this is an accurate description of the duties and responsibilities of this position. | ☒ By checking this box, I , certify that I am the individual submitting this document. | Date |
7c. Section Chief/Agency Head | I certify that this is an accurate description of this position and there is a valid management need for this position. | ☒ By checking this box, I , certify that I am the individual submitting this document. | Date |
7d. HR Officer/Mgmt. Officer | I certify that this is an accurate description of this position. | ☒ By checking this box, I , certify that I am the individual submitting this document. | Date |

8. Classification Action and Certification - I certify that this position has been classified within established standards.

8a. Classification Center | RSC-EAP-PCD | Official Title | Visa Assistant | Job Series | FSN-1415 | Grade | FSN-7 | Approver Name | Date Approved | 7/22/2022 |
8b. GTM/OE | Official Title | Job Series | Grade | GTM/OE Name | Date Approved | |
8c. Recertification Reason

RCC/Approver Name

Initials/Date

9. Post PD Review

Initials/Date

Initials/Date

Initials/Date

Initials/Date

9a. Employee

9b. Supervisor

9c. HR/Mgmt. Officer

10. Job Overview

The Visa Assistant is responsible for all functions associated with nonimmigrant visa (NIV) application processing such as preloading visa cases, conducting intake, performing data entry, biometric collection, visa printing, document pass-back, and assisting consular officers with Vietnamese language interpretation, as needed during interviews.

The jobholder screens incoming information from a variety of sources and organizes it in accordance with U.S. immigration law and Department of State regulations to ensure that the consular officer can effectively adjudicate NIV applications and that all legal requirements of the application process have been met. The incumbent assists with consular outreach activities and handles tasks related to statistical analysis and information technology, including compiling statistics and workload reports, developing and maintaining NIV databases; and maintaining up-to-date information on the public-facing visa pages on the Consulate’s public website and internal SharePoint site.

The Visa Assistant follows consular and ethics regulations established in the Foreign Affairs Manual (FAM) by the Department of State and the Bureau of Consular Affairs (CA) and Post’s standard operating procedures. In addition to Microsoft Office, the Visa Assistant uses consular-specific software including the NIV program, Atlas, and the Consular Consolidated Database (CCD).

The incumbent reports directly to the Supervisory Visa Assistant and is reviewed by the Visa Specialist and the American Team officer.

10a. Direct Supervisor of Position:

Supervised directly by the Supervisory Visa Assistant (FSN-9) and indirectly by the Consular Chief/Nonimmigrant Visa Chief/Nonimmigrant Visa Deputy Chief/Visa Specialist; and/or other Consular Officers.

10b. Position Directly Supervises:

None regularly.

10c. Indicate if the position has authority to obligate funds:

No

10d. Provide security access determination level, if required:
11. Major Duties and Responsibilities (Include % of time spent for each duty, percentage totals must equal 100%):

1. **Preload:** The incumbent loads visa applications of walk-in applicants one business day prior to the day of the visa interview. S/he inputs applicants' names and aliases, checks reciprocity fees and special clearance and issuance procedures, enters appropriate visa classes, associates visa cases with petitions and annotations or among members of the same family, when necessary. S/he adds remarks when the case requires additional information or documentation.
   
   10%

2. **Application Intake:** The incumbent reviews applications of walk-in applicants and those who apply by mail and facilitates the processing of visas; s/he verifies appointments, payment of fees, and inclusion of required information. He/she manages the flow of applicants. The incumbent makes a preliminary determination of the appropriate visa classification, checks SEVIS status and fees through the Consular Consolidated Database (CCD) for student and exchange visitor applicants, verifies petition approval for petition-based applications in the Petition Information Management Service (PIMS) system, and enters applicant data and information into the NIV application system. The incumbent checks the validity of passports, examines applicants' previous travel, and brings applications of particular interest to the attention of the unit chief and/or the interviewing officer if there are inconsistencies regarding information, or if there are social or cultural factors with which the interviewing officer may be unfamiliar.

   The incumbent interacts extensively with applicants. This entails explaining the interview procedure at the intake window, responding to questions, and collecting biometrics. The incumbent retrieves pending (221g) applications from a separate filing system to assist officers in completing the adjudication of those cases.
   
   15%

3. **Interview:** The incumbent provides Vietnamese language interpretation during visa interviews, as needed to the consular officer. S/he interprets officers' questions and applicants' answers and explains the outcome of the interview to the applicant, including grounds for refusal and availability of waivers when appropriate. Diplomacy, tact, and professionalism are essential. The incumbent must demonstrate an understanding of the adjudication process as well as respect and empathy for the applicant. The incumbent serves as a resource on local laws, regulations, customs, and perceptions, and can provide this input as needed to the consular officer. The incumbent may be called upon to verify an applicant's employment or other information or to examine applications for anomalous and potentially fraudulent information.
   
   10%

4. **Printing and Delivery:** The incumbent is responsible for printing issued visa foils, verifying all data on the printed visas is accurate, adhering visas into passport pages, and coordinating with the courier service or the applicant for delivery or in-person pickup. This is a sensitive, detail-oriented function, as visa foils are controlled consular items. Printing responsibilities entail operating the NIV printing equipment, and accounting for printed, spoiled, and unused foils. The incumbent is also called upon to troubleshoot visa printing equipment when necessary.

   The incumbent collects approved applications after adjudication, makes necessary changes in data entry, and advises adjudicating officers on outstanding clearances (IAFIS, IDENT, FR, IACT, and CNCs). The incumbent drafts and formats security advisory opinion cables for officer transmission to the State Department in Washington, D.C. for certain categories of visa applicants (such as Visas Horse, Eagle, Bear, Donkey, or Mantis). The incumbent prints and tracks Delivery Reports, distributes issued visas to the courier service, maintains a database for tracking printed visas with those sent for delivery, and conducts follow-up and resolves issues with visas undelivered by the courier service.
   
   15%

5. **SEVI Hit Tracking:**

   The incumbent drafts and submits purge requests concerning Student and Exchange Visitor Information (SEVI) hit resolution to Homeland Security Investigations Counterterrorism and Criminal Exploitation Unit (CTCEU) and follows proper filing procedures for passports while waiting for CTCEU's feedback. Upon receiving CTCEU's response that the records have been purged, s/he adds case notes into NIV and informs the adjudicating officer that the case is ready for adjudication. S/he has responsibility for updating SEVI tracking system and passing the case to the printing team. If the CTCEU's response is not received within the normal timeframe, s/he has responsibility to track pending cases, and report outstanding cases to CTCEU.
   
   10%

6. **Boarding Foil Processing and GSS Monitoring:** The incumbent is responsible for processing boarding foil requests for U.S. Lawful Permanent Residents (LPR) whose Permanent Resident Card has been lost, stolen, or destroyed. S/he creates a new case in the NIV system, verifies boarding foil application fee has been paid, and scans LPR Lost report and Boarding foil application form I-131A into the NIV system. Upon officer adjudication, s/he has responsibility to file I-31A forms in a designated place.

   The incumbent must perform regular checks on the GSS contractor's Call Center's public responses including calls and emails to ensure the information provided to the public is accurate and updated. S/he runs a report of calls and emails from the Atlas site as assigned by their team leader. S/he reviews the calls and emails highlighting responses with inappropriate or incorrect information and sends the report to the Supervisory Visa Specialist who then escalates the issue to the contractor and CA. S/he is also responsible for checking the contractor's website to ensure the local language is accurate and the information is updated.
   
   10%

7. **Data Management:** The incumbent is responsible for management of NIV data. S/he adds and/or retrieves information from the consular database. The data involved within this process is often highly sensitive, including passport information, birth certificates, employment or educational documentation, criminal background checks, arrest records, court documents, other personally identifiable information (PII), and/or information on high-ranking officials traveling to the United States. The data may be used to make a preliminary determination of the appropriate visa classification for each applicant, to check the applicant's status in SEVIS as appropriate and to check the CCD to ensure the SEVIS fee has been paid for F, J, and M visa categories, or for other purposes in the adjudication process. The incumbent enters the data and personally identifiable information (PII) into the NIV system. Data management also includes the handling and subsequent disposal of paper documents.
containing PII of applicants and their family members in accordance with Department policy. Following the interview, the incumbent maintains files for all NIV cases. The incumbent scans relevant documents into the NIV system per CA’s requirement and reports to the “Lost or Stolen Issued Visa” system all lost visas and passports.

**Periodical statistics reports:** The incumbent compiles NIV statistics using available data from various consular applications. Develops, updates, and monitors consular databases as needed.

20%

8. **General:** The Visa Assistant performs other duties not outlined above and is expected to be familiar with all NIV-related aspects of the FAM, the Immigration and Nationality Act (INA), the Consular Management Handbook, and the NIV System User’s Manual.

The incumbent may be responsible for other duties as assigned. Other duties may include but are not limited to the following: English/Vietnamese translation as needed, acting as an interpreter for public visa presentations and discussions, assisting in the collection of data for NIV validation studies, or serving as the section’s institutional memory on visa issues for newer officers. The incumbent may be requested to assist the American Citizen Services, Fraud Prevention Unit, or Immigrant Visa units during staffing shortages as necessary.

The incumbent may also be called upon to provide American Citizen Services assistance in times of crisis or emergencies requiring section-wide efforts and resources. The incumbent interacts with other sections of post such as the General Services Office (GSO), Management Section, the Regional Security Office (RSO), Information Resource Management (IRM), and the Executive Office. The incumbent is expected to carry out other duties as assigned by the Nonimmigrant Visa Unit Chief or consular officers. These tasks may include assistance in logistical planning during the visits of American officials, and occasional assistance during Consulate activities such as the July Fourth celebration, Congressional delegation visits, and contacting relevant Government of Vietnam officials.

The incumbent will serve as an ad-hoc or informal Team Leader for trainee or lower graded staff. With experience, the incumbent may be called upon to serve as an acting Supervisory Visa Assistant for short periods of time.

10%

**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.
## Minimum Qualification Requirements

### 12. Knowledge

12a. Pre-hire (Operational)

The incumbent must have a solid understanding of Vietnamese law as it pertains to marriage, personal property, civil rights, and immigration, as well as of the national and provincial education systems, in order to be able to evaluate the bona fides of various public documents submitted.

12b. Post-hire (Organizational)

The incumbent must have detailed knowledge of U.S. immigration laws and visa regulations, visa processing guidelines and general office management practices, as well as Department of State, National Visa Center, Citizenship and Immigration Services / Department of Homeland Security (DHS) roles as they relate to NIV processing. Ability to read and follow U.S. immigration laws and visa procedures outlined in 9 FAM and other English language references.

This position requires standard knowledge of the work procedures and guidelines of the Consular Section and the NIV Unit, as well as the functions and activities of other sections in the Consulate, and how the work of each unit/section relates to other work units/sections.

### 13. Education

College or university studies is required.

### 14. Licensing/Certifications/Training

The incumbent is required to have completed the intensive visa computer applications training, FSI visa coursework such as the consular correspondence course (PC-102), and advanced and group training by American and LE Staff supervisors in visa processing procedures. publications and cables, instructions, guidelines from supervisors, U.S. immigration law and Vietnamese civil law.

### 15. Work Experience

15a. Nonsupervisory:

The incumbent must have at least two years of administrative or customer service experience, work in the consular field, or experience dealing with government agencies in terms of applying and following complex government regulations.

15b. Supervisory:

N/A

### 16. Language Proficiency - List English and other host country language(s) proficiency requirements by level (1-5) for speaking, reading, and writing.

<table>
<thead>
<tr>
<th>Language</th>
<th>Level</th>
<th>Requirement</th>
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</thead>
<tbody>
<tr>
<td>English</td>
<td>3</td>
<td>Good working knowledge; written &amp; spoken</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>4</td>
<td>Fluent; written/spoken, including the ability to translate</td>
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### 17. Pre-hire Skills and Abilities

The incumbent must be able to deal with customers in a professional and courteous manner, and to work under pressure. The position requires excellent data entry skills due to the high volume of visa applications processed. Accuracy of data entry is a critical requirement. The position requires basic mechanical skills in order to operate specialized office machines related to issuance of visas, biometric equipment, and/or photographic equipment. Basic mathematical skills are required for compiling visa statistical and workload information. Incumbent must have knowledge of Microsoft Office and IT software involving the most common social media platforms and the Internet.

The incumbent also must have the ability to translate/interpret professionally English to Vietnamese and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply complex regulations. The incumbent must be able to understand government regulations and legal documentation for multiple disciplines. The incumbent must have excellent organizational, management and interpersonal skills, the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment and the ability to perform all duties connected with NIV processing.
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<tbody>
<tr>
<td><strong>18. Post-hire Skills and Abilities</strong></td>
<td></td>
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<tr>
<td></td>
<td>The incumbent must also be able to advise adjudicating officers on many elements of NIV processing, as well as Vietnamese culture. Position requires the use of specialized consular software products or database applications unique to the consular area. The incumbent must have occupational consular training on the use of the computerized NIV adjudication system utilized at U.S. posts around the world.</td>
</tr>
<tr>
<td><strong>19. Special Work Environment &amp; Conditions</strong></td>
<td></td>
</tr>
</tbody>
</table>
20. Post PD Review Notes (FOR HR USE ONLY)
1. Post – Please type the post name.

2. Agency – Please type the agency name.

3. This section deals with the numbers found in OPS, on the individual employee's document and internal management of identical additional positions. It is an important internal control for position management.

3a. OPS Job Code: This number is generated by the OPS System and is linked with the MClass system. This block will be completed by the Post HR Office for existing positions or by checking on MClass for new positions once positions are classified.

3b. Post Job Number: This column should contain the OPS assigned position number or post position number recorded in MClass.

3c. Please indicate if the classification will be assigned to multiple (identical additional "IA") positions.

3d. Total number of identical positions - Please state the total position numbers that are assigned to the position's MClass record. Identical post job numbers should be listed in this section. If space is insufficient to list all identical post job numbers, please provide details in the organizational chart.

4. Post Position Title - This is used when the official position title in MClass differs from the more common title found in the host country. If there is no position working title, please leave this blank. The position working title will also appear in OPS.

5. Reason for Submission - please select the appropriate reason for submission. Please provide additional information when prompted.

6. Organizational Design - listing the office, section, and unit where the position is located.

7. Certifications/Signatures - Since this document is used for regulatory purposes relating to the payment of public funds, each stakeholder is required to acknowledge or certify, and sign.

8. Classification Action and Certification - This is completed by the RCC annotating the Official Title, Job Series and Grade of the position. The date is the date that the position was either approved or recertified in the MClass system. When there is a formal appeal of the classification performed by the RCC, the final decision from GTM/OE and/or USAID will be annotated here with name/initials.

8c. PD Recertification - Post to provide reason (e.g., PD is more than 5 years but still valid, or some changes reflected in the PD are not significant for reclassification). RCC provides the recertification official and date upon updating/uploading the revised PD in the MClass.

9. Position Description Review - This section documents the local reviews/updates performed at the Post level that are not sent to the RCCs. Refer to the most updated policy aid or contact respective RCC for additional clarification on minor changes at Post. Any change to a PD must be reviewed by the employee, supervisor and Management Official (see 7 for explanation for Management Official).

10. Job Overview - This is a brief statement explaining the overall purpose of the position. This statement will appear in the vacancy announcement when the position is advertised. It should be concise, no more than 2 paragraphs, and be in plain language that can easily be understood by internal and external applicants.

10a. Direct Supervisor of Position: This a brief statement explaining who the direct supervisor of the position is; the level of oversight that will be used and how the work will be reviewed.
10b. Position directly supervises - When applicable, provide a brief statement regarding whom the position will supervise. Please explain how that will be done. For example, will provide daily guidance, approve/disapprove leave, take part in hiring decisions; provide recommendations to disciplinary actions, counsel employees and be the rater for performance reviews.

10c. Authority to obligate funds. If the position will have the authority to obligate funds, please select yes. If not, select no.

10d. No choice is needed here for LE Staff position as a local security certification is the default security access requirement for LE Staff position. If there is a reason requiring a higher security access determination, please consult with the Post Regional Security Officer and the Office Personnel Management's Position Designation Automated Tool (PDT), and subsequently indicate the appropriate level required by selecting one of the drop-down options.

11. Major Duties and Responsibilities. Do not enter the phrase "see attached" and do not attach any documents. Similar to the PDF or Word version of this form, the space will expand. When using the My Data form, begin typing here. When printing, check the box "print addendum" on the print screen so that all the data entered will print as an addendum.

Describe the regular and recurring work that will be required of the incumbent. Include duties that are performed 10% or more of the total work time (i.e., 4 or more hours per week). Start with the most important requirement or the largest percentage of time. Please group similar duties together. For each duty or group of tasks, describe the work to be performed, including methodologies and technologies.

For all agencies except USAID: The following statement should be included on every PD, at the end of Section 11, to address the issue of "other duties as assigned". No percentage of time is allocated to this statement.

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."

Minimum Qualification Requirements: These requirements must reflect the minimum knowledge, skills and abilities (KSAs) required to successfully fulfill the duties at the full performance level. These will not necessarily be the KSAs of the current or previous incumbent. All requirements must state "is required" or "must." The words "desired" or "preferred" are not to be used.

Some of the categories are split into pre-hire and post-hire levels. Pre-hire levels are those KSAs that the applicant is expected to already have before coming to work for the US government. Post-hire levels take into account the knowledge, skills and abilities that can only be obtained after being hired. Both pre-hire and post-hire levels are used during classification; however, only pre-hire levels are used during recruitment.

12. Knowledge is the theoretical or practical understanding of a subject, which includes the necessary information, subjects, and topics that should be known to successfully fulfill the duties.

12a. Pre-hire (Operational): This covers knowledge of the external environment or standard practices in the host country. This may be political, legal, occupational safety practices, accounting standards, building practices, and/or the business environment.

12b. Post hire (Organizational): This covers knowledge of US government workings and structure. Consider requirements to understand internal procedures, agency and USG regulations, policy, purpose of organization and its staff.

13. Education: List the minimum education level required for effective performance. For post-secondary education (i.e., university degree, master’s degree and PhD), you must list a field of study that is directly related to the duties and responsibilities of the position. No more than five specific fields of study should be listed.
14. Licensing/Certifications/Training: This is the mandatory licensing, certifications or training that is required to reach effective performance within a reasonable period of time. Some licensing or certification are required at the point of hire, such as valid driver license, technical or specialist certification (technical, medical), others would be obtained during employment such as Overseas Personnel System training, Smith System Safe Driver training, Contracting Officer's Representative training, Grants Officer Representative training, basic consular training. Do not include training that is required of all employees, such as new employee orientation, cybersecurity, etc.

15. Work Experience: What experience does the incumbent need to successfully perform the duties and responsibilities of the position? State the minimum amount of time in months or years required. Do not cite a range of years (3-5 years of experience) or use progressive experience. Instead, list the minimum number of months or years (e.g., minimum of 6 months experience, or minimum of 4 years of experience.).

15a. Nonsupervisory: Please list the minimum experience needed to effectively perform the non-supervisory duties and responsibilities of the position.

15b. Supervisory: List the amount and type of previous supervisory experience required to successfully perform the supervisory duties of the position. The supervisory experience should be part of the total years of experience such as minimum four years of experience, of which at least one year is in supervisory role. Please note that if a position supervises less than three employees, best practice is not to require supervisory experience in order not to exclude first time supervisors.

16. Language Proficiency: Indicate the degree of proficiency in a language or languages required for performance of the duties of the position. State the minimum level for reading, speaking, and writing. The proficiency should be consistent with the communication requirements needed to perform the duties and responsibilities of the position.” See OE policy "Pre-Employment English Language and Other Testing”.

17. Pre-hire Skills and Abilities: List skills & abilities that a candidate needs to have to be hired into the position, e.g., interview for HR Recruiter, presentation & public speaking for trainer, counseling for supervisor, drafting building plans for architect, interpersonal for CLO, etc.

18. Post-hire Skills and Abilities: List any additional skills and abilities that can be built during employment, e.g., data analysis, communication with diverse audiences, federal fund management, etc.

19. Special Work Environment or Conditions: Use this space if the position is subject to a special work environment or conditions, such as if the position is required to travel significantly (25% or more), or if position is expected to be on-call/standby. All special work environment or conditions must be consistent with local law.

20. Post PD Review Notes. FOR HR USE ONLY. Please use the space to annotate changes made to the PD during Post PD Review.

Full Performance Level: Below is a guideline for the typical period of time a new employee would need to reach full performance level. This should not be confused with a training grade or the probationary period.

Grades 1-3 – Three months
Grades 4-6 – Six months
Grades 7-9 – Nine months
Grades 10-12 – One year