Serve as Visa Assistant in the Consular Section’s Immigrant Visa (IV) Unit at the U.S. Consulate General in Ho Chi Minh City. Complete the majority of IV processing tasks independently and operate under a unique monthly rotation of specialized visa functions. The incumbent is a highly versatile visa assistant who is fully competent in all stages of IV processing from beginning to end.

14. MAJOR DUTIES AND RESPONSIBILITIES

1. Implement U.S. immigration law and Department of State regulations. Demonstrate fully conversant knowledge of all relevant sections of the Foreign Affairs Manual (FAM) and the Immigration and Naturalization Act (INA). Provide officers with suggestions on visa processing and procedures while coordinating with officers to improve management and organizational structures to handle changing conditions and new challenges in the IV Unit. Carry out long-term and special projects, such as the training of new employees, as assigned. Perform detail assignments to other sections, such as Non-Immigrant Visa or Fraud Prevention Unit, as assigned. Suggest improvements to existing Standard Operating Procedures and workflow practices in the unit and as needed.
2. **Customer Interaction:** Communicate with visa applicants, petitioners and other service users during all phases of visa processing, as needed, to advise of rules and processing requirements and respond to real-time inquiries that arise in the course of the application. Advise officers on local conditions, regulations, customs, and culture, as well as technical areas necessary to adjudicate complex cases.  

3. **Specialized Visa Functions:** Prior to visa interviews, process each case by performing data entry and preparing instruction packages for applicants. Ensure that all required documents and clearances have been received and check for potential visa ineligibilities. Examine documents submitted by applicants to verify completeness of application and authenticity of documents. Identify possible visa ineligibilities, fraud, and missing documents. Prepare cases recommended for revocation or with invalid petitions for appropriate handling by the action offices. Process all types of immigrant visas for issuance. Safeguard visa foils, type visa information sheets, print and insert visas into passports, and assemble all documents for visa packets. Perform quality control on printed visas. Return passports with visas to applicants.  

4. **Public Relations:** Provide excellent customer service through efficient written and oral communication. Respond to written, telephone, and walk-in inquiries from applicants and petitioners, and advise officers in responding to more complex cases. Provide updates on case status, explain and clarify immigrant visa requirements. Process correspondence from NVC and the public in a timely and efficient manner. Assist the Information Unit in responding to inquiries from attorneys and members of Congress. Draft responses to Congressional and inter-office/agency correspondence and draft revocation requests for suspected fraudulent immigrant visa petitions.  

**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.  

15. **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**  

a. **Education:**  
Secondary school is required.  

b. **Prior Work Experience:**  
The incumbent must have at least two years of progressively responsible experience in work involving the application of complex regulatory material involving contact with public and customer service.  

c. **Post Entry Training:**  
The jobholder must complete intensive computer-based training on consular applications, FSI visa coursework such as the consular correspondence course (PC-102), and advanced individual and group training by American supervisors in visa processing procedures. The incumbent must have proficiency with Microsoft Office applications, as well as the computerized IV adjudication system. The incumbent must be able to deal with customers in a professional and courteous manner, and to work under pressure.  

d. **Language Proficiency:** The position requires  
Level 3 (Good Working Knowledge) Speaking/Reading/Writing English, and  
Level 4 (Fluent) Speaking/Reading/Writing Vietnamese.  
The incumbent must have the ability to communicate smoothly in English and Vietnamese on work-related topics.  

e. **Knowledge:**  
Must be able to comprehend applicable U.S. immigration laws and visa regulations; possess general knowledge of Vietnamese law as it pertains to marriage, birth registration, adoption 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.  

f. **Skills and Abilities:**  
The incumbent must be familiar with general office management practices and be able to use consular and Microsoft applications, including spreadsheets and databases, and must also be able to deal with customers in a professional and courteous manner and to work under pressure. The incumbent must provide professional interpretation/translation services between English and Vietnamese and apply good judgment in evaluating evidence in the application of
complex regulations. The incumbent must have excellent organizational, communications, 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 IV processing.

16. POSITION ELEMENTS
a. Supervision Received:
   The jobholder receives supervision from the IV Supervisory Visa Assistant, adjudicating officers, the IV Unit Chief and the Consular Section Chief.

b. Available Guidelines:
   9 Foreign Affairs Manual, INA, Department cables, other English-language reference materials and standard operating procedures (SOPs), and precedent files.

c. Exercise of Judgment:
   The jobholder must exercise judgment in the management of workflow, the handling of complex cases and the recognition of problems and potential problems that must be referred to a Consular Officer. The jobholder must be able to evaluate the bona fides of documents submitted in support of a visa application.

d. Authority to Make Commitments:
   The incumbent has no such formal authority, but it is recognized that adjudicating officers give substantial weight to assessments from LES regarding visa adjudication and rely extensively on the incumbent’s experience and judgment. The incumbent screens prospective IV applicants to determine whether they possess the requisite documentation and other qualifications for interview by an adjudicating officer, and accept specific documents submitted by applicants in support of an application.

e. Nature, Level, and Purpose of Contacts:
   Has daily contact with IV applicants and occasional contact with petitioners and other interested, outside parties. Liaisons with FPU, NVC, DHS, other IV-issuing posts, panel physicians and National Visa Information Call Center as needed. Occasionally contacts host country government officials on local regulations and procedures.

f. Supervision Exercised:
   None.

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