

Consular Assistant Position

Basic Function of the Position:

Position serves as Senior FSN in Consular Section with primary responsibilities for passport and nationality services, emergency American citizen services, fraud prevention, and cashiering. Secondary responsibilities include immigrant visa services, services for legal permanent residents, correspondence, and outreach. Serves as backup to the sole visa clerk, who is responsible for the day-to-day nonimmigrant visa operations.

Duties and Responsibilities:

1. Emergency Citizen Services, Protection, and Welfare

30% of time

Acts as a caseworker in accordance with 7 FAM, providing emergency assistance to U.S. citizens in cases involving illness, injury, arrest, assault, detention, incarceration, financial assistance, property issues, residency status, and legal issues affecting Americans. Initiates contacts at all levels of Montenegrin authorities as well as international authorities to research, draft, and publish information materials and brief the Consular Officer and others on the full range of issues that may affect U.S. citizens.

Accompanies the Consular Officer as needed on all visits (prisons, courts of law, hospitals, etc), provides counsel regarding local laws and customs, and assists in following up on cases. Handles cases, as assigned by the Consular Officer, independently. Keeps notes of all meetings, and, as appropriate, inputs information on cases in the ACS system.

Responds to cases involving the death of U.S. citizens. Maintains contact with local authorities, agencies and businesses involved in the handling of death cases. Also researches and drafts informational material explaining the legal, procedural and financial implications of death cases. Makes arrangements for the local disposition or repatriation of remains, identifying competent authorities and obtaining the necessary documents for the preparation of the official report of death and repatriation. Drafts cables reporting deaths and disposition. Initiates and maintains contacts with individuals, offices and businesses associated with mortuary services and shipment of remains. Handles death cases, as assigned by the Consular Officer, independently.

Follows property restitution cases involving American citizens. Liaises with local authorities for the fair treatment of American citizens. Drafts and translates diplomatic notes and memoranda on a wide range of consular and legal matters. Maintains high level contacts with the Ministry of Foreign Affairs, Montenegrin Bureau of Consular and Diaspora Affairs, Ministry of Interior, Police Directorate, Ministry of Justice and the Consular Sections of other Embassies and Consulates.

Initiates contacts with all levels of Montenegrin authorities and social service organizations, including children's homes, to brief Consular Officer on laws governing adoption, child custody, access, and

abduction. Attends and follows child abduction/custody trials involving U.S. citizens. Drafts official correspondence/diplomatic notes from the Consular Officer to Montenegrin authorities as required.

Responsible for maintaining the registration and Warden system, producing warden messages, and organizing town hall meetings. Drafts the various mandatory Consular reports, including the lists of lawyers and doctors, as well as the Disposition of Remains report, and the F-77 report of potential evacuees.

2. Passport and Nationality Services

20% of time

Conducts Passport and Nationality Services in accordance with 7 FAM 1100 – 1300. Accepts applications for domestically produced passports, Consular Reports of Birth Abroad (CRBA), emergency photo-digitized passports (EPDP), and travel letters. Collects and prepares domestically produced passport applications for the Consular Officer's approval, and processes them in the ACS system. Prepares documents for CRBAs for Consular Officer's approval, and processes applications in the ACS system. Collects and prepares documents for EPDPs for the Consular Officer's approval, processes applications into the ACS system, and physically produces emergency passports. Accepts requests for travel letters, prepares paperwork for Consular Officer's approval, and physically produces travel letters. Processes reports of lost and stolen passports, requests for the renunciation of U.S. citizenship, and applications for official, diplomatic, and other no-fee passports. Conducts independent research, as needed, to resolve unusual or potentially fraudulent passport and nationality cases.

3. Nonimmigrant Visa Services

10% of time

Assists the Visa Clerk to conduct the daily nonimmigrant visa operations when increased demand requires, including intake, data entry, and printing. Helps the visa clerk research difficult legal questions related to nonimmigrant visas. Captures fingerprints as needed.

4. Correspondence and Outreach

10% of time

Reads, translates and prepares responses to incoming English and Montenegrin correspondence on various consular issues, including inquiries concerning visa refusals, consular procedures, and Congressional inquiries. Writes copy for, and maintains the Immigrant Visa and American Citizen Services portions of the Embassy website. Plans and organizes outreach activities across the country for the Consular Officer and independently as required.

5. Fraud Prevention

10% of time

Conducts investigations into any consular matter where fraud is suspected. Liaises with local police on fraud cases. Makes visa investigation field trips as needed. Compiles information on visa fraud from local newspapers, other media, and contacts in the Ministry of Interior and other relevant authorities in the country. Conducts regular nonimmigrant visa validation studies and drafts the cable reporting details. Drafts the biannual Country Fraud Summary.

6. Federal Benefits, Notary Services, Immigrant Visas, and LPR Services

10% of time

Answers routine inquiries on federal benefits and, under the guidance of the Federal Benefits Unit in Zagreb and the Regional office in Athens and 7 FAM 500 and 7 FAM 1500, performs basic actions such as change of address, reporting non-receipt of checks, appointing representative payees, identifying beneficiaries and supplying them with the relevant forms. Maintains supplies and information regarding federal taxes and voting assistance.

Prepares documents for notary services in accordance with 7 FAM 800

Processes basic requests concerning immigrant visas and LPR status in accordance with 9 FAM 42, including petition acceptance, surrender of green cards, and the production of travel letters. Coordinates with U.S. Embassy Belgrade and the regional DHS office in Vienna, Austria.

7. Other

10% of time

Serves as primary Consular cashier in accordance with 7 FAH-1. Maintains case files and records in accordance with INA 222(f) and the U.S. Privacy Act. Prepares statistical data for the Consular package. Retires paper files and closes cases promptly in ACS in accordance with the FAM. Supervises the maintenance of consular equipment and supplies in primary area of responsibility. Manages the appointment schedule for services in primary area of responsibility. Arranges appointments and meetings related to consular issues for the Consular cashier. Trains new staff, including incoming LGF members who work in the waiting room and answer the phones outside of business hours. Serves as the CA translator for the Serbo-Croatian language, including updating the language in the DS-160, Application for Nonimmigrant Visa.