

# Immigration Information

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Career Information and Environment.

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## Chapter 4 Career Information and Environment.

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### 4.1 Position Descriptions for Selected Jobs.

(a) District/Center Adjudications Officers - Adjudications officers, also referred to as examiners, are the classification of immigration officers responsible for the approval or denial of immigration benefits. The adjudications officer assigned to a service center works primarily with applications and petitions which require a personal interview and can be completed by a review of the application and its supporting documentation. Adjudications officers are primarily involved with cases where a personal interview of the applicant or representative is essential to a proper decision. Applications for naturalization and adjustment of status, for example, generally require an interview. [See sample position descriptions in [Appendix 4-3](#) through 4-12.]

(b) Immigration Information Officers - Immigration information officers (IIOs), sometimes referred to as representatives, are the front-line employees who answer questions and provide information and forms to applicants for immigration benefits. This information may be provided in person (at information counter or telephone), or by response to a written inquiry. IIOs may administer oaths, and in some offices they adjudicate certain types of cases. IIOs are responsible for screening cases which are presented for filing at information counters, advising applicant regarding the correct application form and supporting documents.

(c) Information Adjudicators - Some high volume offices employ non-officer corps adjudicators to process applications which are filed at information counters or by mail, freeing up the time of district adjudications officers to handle the more complex casework.

(d) Supervisory Adjudications Officers - Supervisory adjudicators, sometimes referred to as supervisory immigration examiners, are first or second line supervisors in charge of a group of examiners. Larger offices have several supervisory examiners reporting to a higher level supervisor or the assistant district director. Supervisory adjudications officers are technical experts on immigration law available to district adjudications officers for advice; they arrange and oversee the workloads of officers under their supervision; they perform a quality review of the cases adjudicated by their assigned officers. [See sample position description in [Appendix 4-13](#) and [4-14](#).]

(e) Assistant District Director, Examinations (in some offices the position title may be ADD, Benefits or Adjudications) - The ADD for Examinations is the principal adjudications officer assigned to the district. The ADD reports to the district director and advises the district director regarding adjudications and naturalization. The ADDE is responsible for overall program quality assurance, budget development and resource management, national program priority management and oversight of all other aspects of the Adjudications program.

(f) Applications Clerks - Applications clerks assigned to district offices and service centers are responsible for preparing and screening cases for action by the adjudications officers. These employees are required to possess a significant amount of technical expertise regarding the types of applications and petitions which they process. They identify missing documents, initiate record checks, locate files and handle a myriad of essential support functions to ensure prompt action by the adjudicator. [See sample position descriptions in **Appendix 4 4-2**.]

(g) Regional Senior Adjudications Officers - These staff officers, supervised by the assistant regional director for adjudications, perform administrative and technical support functions necessary to ensure the success of the national adjudications program. They prepare regional budget requests, allocate resources to districts and regions, provide technical guidance to district adjudications managers, assist in the oversight of district operations and serve as a liaison between Headquarters and district officials.

(h) Headquarters Senior Adjudications Officers - These staff officers assigned either to the Office of Field Operations or the Office of Programs, develop national program strategies for improving customer service, implement new legislation, advise the Director of USCIS on benefit-related issues, and work with other federal and Congressional staffs. Senior adjudications officers also handle appellate casework in the Administrative Appeals Office. At the Headquarters level, senior adjudications officer may report to a supervisory official (chief) or the assistant commissioner for Adjudications.

**4.2 Training and Professional Development.** [reserved]

**4.3 The Workplace Environment.** [(b)(2) or (b)(7)(E)]

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