



JOB DESCRIPTION

Company:	VAS Global Services		
Designation:	Receptionist	Role:	Receptionist - Operations
Function/ Department:	Operations	Level:	
Sub-Unit:	Operations	Reporting to (position):	Operation Manager/Deputy Manager
Geographical location of the role	<i>Varies depending on the given region</i>	Date Approved:	
		Version:	V 1.0
Approved by (HOD)	Head - Operations	Final Approval:	Head - Human Resources

Job Purpose:

To serve as the first point of contact for Visa Applicants, creating a positive impression by managing the front desk operations effectively and providing essential administrative support.

The receptionist greets customers, conducts identity checks, verifies appointment dates and times and issues tokens for queuing. He/she also understands client requirements and contributes by upselling and cross-selling to enhance customer experience.

Roles and Responsibilities

Areas of Responsibility and Brief Description	Responsibility Level
1. Welcome customers upon arrival, provide guidance on the application process, and issue token numbers for queue management.	Full
2. Manage the flow of applicants by issuing tokens, directing them to the correct counters, and monitoring queues to ensure smooth operations.	Full
3. Respond to walk-in inquiries and provide basic information on visa procedures, required documentation, and next steps.	Full
4. Coordinate applicant movement between biometric counters, submission counters, and waiting areas.	Full
5. Courteously greet and interact with all visitors, ensuring a professional and welcoming first impression.	Full
6. Maintain cleanliness, order, and organization of the reception and waiting areas.	Full
7. Ensure all applicants receive service according to Standard Operating Procedures (SOPs) and VAS guidelines.	Full
8. Assist applicants with service-related questions before they reach the counter and communicate any process changes, delays, or wait-time updates calmly and professionally.	Full
9. Support customer experience initiatives and service recovery efforts for escalations or dissatisfied applicants.	Full
10. Maintain confidentiality of applicant information at all times and comply with all data protection policies.	Full
11. Help with basic administrative tasks such as updating daily logs, preparing simple reports, handing over courier packages and checking application completeness.	Full
12. Identify and report suspicious behavior or inconsistencies in documentation.	Full



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| 13. Coordinate with front-office/back-office staff regarding pending documents or applicant follow-ups. | Full |
| 14. Make personalised recommendations for products or services that add genuine value to an applicant's stay in the country of travel. | Partial |

Indicative KPI's Responsibilities

1. Queue waiting time adherence
2. Customer Satisfaction
3. Accuracy of routing and information provided
4. Compliance rate with SOP and audit standard

Key Interactions within and outside of VAS Services

External	Internal
1. Vendor 2. Missions 3. Tourism Department	1. Departments within VAS Services 2. VAC Operations Manager 3. Business Hub Manager 4. Operations Staff

Qualification & Experience Requirement (Education, Experience, specific knowledge, Skills understanding, Attitude)

Education	<ul style="list-style-type: none"> • Minimum: High school diploma or Bachelor's degree preferred. 	
Experience:	<ul style="list-style-type: none"> • 1-2 years customer service or front-office experience in travel, airport, visa, or service-center environments. • Proficiency in English and local language; additional languages preferred. • Basic Microsoft Office and CRM/system usage skills. 	
Competencies/ Personal Attributes:	Behavioural Competencies	Functional Competencies
	<ol style="list-style-type: none"> 1. Quality & Service Orientation 2. Teamwork & Collaboration 3. Diversity Sensitivity 4. Communication 5. Delivering Results 6. Personal and Professional Development 7. Attention to detail 8. Integrity and confidentiality 	<ol style="list-style-type: none"> 1. VAC Operation Support 2. Queue Management 3. Customer Support 4. Compliance Awareness
Additional Requirements	<ul style="list-style-type: none"> • Ability to read, write and speak fluently in local language • Ability to read, write and speak fluently in English • Knowledge of an additional international language would be helpful • Experience of working in a culturally diverse environment • Cross selling experience desirable 	



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- Ability to work in a fast-paced, customer-facing environment with strict compliance procedures.
- Willingness to work in shifts depending on center operating hours.

Nationality

Any

Employee Signature:

Date:

Line Manager Signature:

Date: