



JOB DESCRIPTION

Company:	VAS Global Services		
Designation:	Senior Officer/ Customer Service Officer/Counter Staff / Submission Officer	Role:	Customer Service Officer - 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 provide exceptional customer service to visa applicants in a professional and polite manner reflecting the values, ethics, service excellence and operational standards of VAS Global Services.

The position requires a proactive, detail-oriented approach while accepting the visa applications in strict compliance with security protocols and maintaining the operational efficiency expected from the process.

The role primarily involves document scrutiny, data management, handling customer queries, and maintaining overall process efficiency with up-to-date knowledge of visa regulations and fees, adhering to quality standards.

The individual will participate in both front-office and back-office operations at the Visa Application Centre (VAC).

Profile - Roles and Responsibilities

Areas of Responsibility and Brief Description	Responsibility Level
1. Scrutinize documents and collect visa applications accurately and efficiently	Full
2. Handle customers/applicant queries personally or via email, telephone	Full
3. Handle cash and bank-related transactions as assigned	Full
4. Record and maintain all applications data. Ensure accurate & timely data entry into the system with zero errors. Ensure the data purging policy is adhered to. Carry out random checks to ensure no PII data (Personally identifiable information) of applicants are present	Full
5. Maintain up to date information on visa regulations and fees by attending trainings and consuming the details provided by VAC Managers from time to time	Full
6. Follow fundamental checks during Visa processing	Full
7. Include applicant biometric enrollment and compliance with mission standards	Full
8. Managing applicant flow especially during peak hours	Full
9. Ensure all administration and logistics of passport delivery to consulates, applicants, and logistic company etc. is carried out as per process	Full
10. Ensure compliance to the Service Level Agreement as well as the VAS Services defined information Security Policy	Full
11. Ensure compliance to the standard operating procedures without deviation in Process	Full



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12. Assist the team & manager to drive Sales of Value Added Services - ensure effective dissemination of information to Applicants for their convenience	Full
13. Ensure that the entire process is completed within the mandated Turn Around Time	Full
14. Ensure no penalties are incurred and monitor, track and maintain internal errors - Targets met as prescribed in Team Objective Tracker	Full
15. Maintain and improve level of customer and mission satisfaction by enhancing procedures and continuously innovating methods to increase productivity and cost effectiveness	Full
16. Think out of the Box and contribute ideas” and Best Practices	Full
17. Assist Reporting Manager by attending all trainings and participate in Process Monitoring for Internal Process Certifications	Full
18. Assist Reporting Manager to Manage Security (Physical & Data) including PII Data at the Application Centre and to ensure effective controls are in place to pre-empt any physical/data security breach incidents for the team	Full
19. Assist Deputy Manager /Operations Manager to achieve continuous Improvement	Full
20. Ensure judicious use of all natural and company resources	Full
21. Adhere to and promote the environment, health and safety policy/objectives and guidelines of the Organization	Full

Indicative KRA's / Budgetary and Revenue Responsibilities

1. Productivity - Targets met as prescribed in Team Objective Tracker
2. Customer satisfaction (Applicants) -zero Complaints - Targets met as prescribed in Team Objective Tracker
3. Timely and Accurate Data entry
4. Timely reporting /pre-authorized absenteeism only
5. Attendance in training programmes. Ensure all trainings scheduled by HR/Reporting Manager are attended.
6. Adherence to TAT - Targets met as prescribed in Team Objective Tracker
7. Customer and Mission Feedback - Targets met as prescribed in Team Objective Tracker
 - Ensure adequate surveys are completed (minimum 5% of application counts) & Target achieved, as per Team Objective Tracker
8. Immediate reporting of Incidents to Reporting Manager & Country Manager
9. Zero Incidents related to Process Integrity, Loss of Passports, Staff Integrity
10. Conformance to Internal Audit Requirements – for Trackers / Process Assigned to the Staff/Q-SPOC
11. Ensures effective Process Monitoring, by assisting DM/Manager, in effectively utilizing Internal Process Certifications for the team
12. Error Monitoring – To assist manager monitor and reduce the number of errors on a daily basis, maintaining Error Log
13. Updates Productivity & VAS Conversion Grid – Assists DM/OM to track performance on a daily/ weekly/monthly basis.

Key Interactions within and outside of VAS Services

External

1. Travel Agents / Applicants / Representatives
2. Mission officials where relevant

Internal

1. Colleagues and Reporting Manager
2. Departments within VAS Services



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Qualification & Experience Requirement

(Education, Experience, specific knowledge, Skills understanding, Attitude)

Education

- Minimum: High School Diploma/ Pursuing Graduation (Minimum 12 years of Formal Education)
- Additional: Graduate or global equivalent

Experience:

- 1-2 years of experience preferably in Travel and Tourism or Service industry

Knowledge & Key Skills:

- Proficiency in MS Office and good typing speed
- Adaptability and presence of mind to handle customer queries and complaints
- Customer Oriented
- Ability to Innovate and enhance procedures and methods to increase productivity & cost effectiveness

Competencies/ Personal Attributes:

Behavioural Competencies

1. Entrepreneurship
2. Quality & Service Orientation
3. Teamwork & Collaboration
4. Diversity Sensitivity
5. Personal and Professional Development
6. Delivering Results
7. Communication
8. Customer Service Orientation

Functional Competencies

1. VAC Operation Management

Additional Requirements

- 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 very helpful

Nationality

Any



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Employee Signature:

Date:

Line Manager Signature:

Date: