



JOB DESCRIPTION

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|--|--|-------------------------------------|------------------------------------|
| Company: | VAS Global Services | | |
| Designation: | Biometric Officer / Biometric Collection Staff | Role: | Biometric Officer - Operations |
| Function/ Department: | Operations | Level: | |
| Sub-Unit: | Operations | Reporting to (position): | Country 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:

Collects biometric data (fingerprints, photographs) from applicants, ensuring accuracy and compliance with guidelines.

Roles and Responsibilities

| Areas of Responsibility and Brief Description | Responsibility Level |
|--|----------------------|
| 1. Accurate Biometric Data Collection - Capture biometric data (fingerprints, photos, etc.) with zero errors to ensure compliance with security regulations | Full |
| 2. Turnaround Time and Process Efficiency - Maintain an optimal turnaround time for biometric collection while upholding accuracy standards | Full |
| 3. Customer Assistance and Compliance - Guide applicants through the biometric process while ensuring adherence to international security protocols | Full |
| 4. Equipment Handling and Maintenance - Operate and maintain biometric equipment, ensuring functionality and accuracy at all times | Full |
| 5. Data Security and Confidentiality - Safeguard sensitive personal data and adhere to strict security measures | Full |

Indicative KPI's Responsibilities

1. Turnaround time (TAT)
2. Customer satisfaction
3. Error rate
4. Accuracy of information match
5. Picture and finger-print quality

Key Interactions within and outside of VAS Services

| External | Internal |
|---|------------------------------------|
| 1. Vendor 2. Missions 3. Tourism Department | 1. Departments within VAS Services |



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Qualification & Experience Requirement

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

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|---|--|---|
| Education | <ul style="list-style-type: none">• Minimum: High School Diploma/ Pursuing Graduation (Minimum 12 years of Formal Education)• Additional: Graduate or global equivalent | |
| Experience: | <ul style="list-style-type: none">• Prior experience in handling biometric systems is preferred• Strong focus on 100% accuracy in biometric data collection• Ability to operate biometric equipment while assisting applicants efficiently• Ability to work in a fast-paced environment while ensuring precision | |
| Competencies/ Personal Attributes: | Behavioural Competencies | Functional Competencies |
| | <ol style="list-style-type: none">1. Entrepreneurship2. Quality & Service Orientation3. Teamwork & Collaboration4. Diversity Sensitivity5. Personal and Professional Development6. Delivering Results7. Communication8. Customer Service Orientation | <ol style="list-style-type: none">1. Customer Service |
| 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 very helpful• Experience of working in a culturally diverse environment• Experience in Customer Service Operations | |
| Nationality | Any | |

Employee Signature:

Date:

Line Manager Signature:

Date: