



## JOB DESCRIPTION

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

<b>Education</b>	<ul style="list-style-type: none"> <li>• Minimum: High School Diploma/ Pursuing Graduation (Minimum 12 years of Formal Education)</li> <li>• Additional: Graduate or global equivalent</li> </ul>	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Prior experience in handling biometric systems is preferred</li> <li>• Strong focus on 100% accuracy in biometric data collection</li> <li>• Ability to operate biometric equipment while assisting applicants efficiently</li> <li>• Ability to work in a fast-paced environment while ensuring precision</li> </ul>	
<b>Competencies/ Personal Attributes:</b>	<b>Behavioural Competencies</b>	<b>Functional Competencies</b>
	<ol style="list-style-type: none"> <li>1. Entrepreneurship</li> <li>2. Quality &amp; Service Orientation</li> <li>3. Teamwork &amp; Collaboration</li> <li>4. Diversity Sensitivity</li> <li>5. Personal and Professional Development</li> <li>6. Delivering Results</li> <li>7. Communication</li> <li>8. Customer Service Orientation</li> </ol>	<ol style="list-style-type: none"> <li>1. Customer Service</li> </ol>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to read, write and speak fluently in local language</li> <li>• Ability to read, write and speak fluently in English</li> <li>• Knowledge of an additional international language would be very helpful</li> <li>• Experience of working in a culturally diverse environment</li> <li>• Experience in Customer Service Operations</li> </ul>	
<b>Nationality</b>	Any	

### Version Control:

JD Version	Amendment Summary	Approved by	Date
V 1.0	Document Created (1 <sup>st</sup> version)		25.02.2026

<b>Employee Signature:</b>	<b>Line Manager Signature:</b>
<b>Date:</b>	<b>Date:</b>