



JOB DESCRIPTION

Company:	VAS Global Services		
Designation:	Back Office Operations Officer	Role:	Back Office 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:

Conduct quality checks on applications and documents, handles backend data entry, stores applications securely, and ensures timely submission to the relevant government authorities

Roles and Responsibilities

Areas of Responsibility and Brief Description	Responsibility Level
1. Document Processing and Accuracy <ul style="list-style-type: none"> - Ensure efficient handling of back-office tasks including quality check of applications while maintaining a low error rate - Support other services including attestation where required - Store documents in an organized manner and prepare to send for attestation or delivery following the set standards and processes 	Full
2. Turnaround Time Optimization <ul style="list-style-type: none"> - Process requests within defined turnaround time standards 	Full
3. Data Management and Integrity <ul style="list-style-type: none"> - Maintain secure and organized records with high accuracy 	Full
4. Support for Operational Efficiency <ul style="list-style-type: none"> - Assist in improving administrative processes to enhance service delivery 	Full
5. Reporting and Compliance <ul style="list-style-type: none"> - Ensure all documentation aligns with regulatory and internal compliance requirements 	Full

Indicative KPI's Responsibilities

1. Turnaround time (TAT)
2. Error rate
3. Efficiency in preparing document for courier transport

Key Interactions within and outside of VAS Services

External	Internal
1. Vendor	1. Departments within VAS Services
2. Missions	2. Reporting Manager
3. Tourism Department	3. Colleagues/Team members



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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:

- Strong background in administrative and back-office functions
- Process oriented
- Attention to detail to ensure a high level of accuracy in documentation
- Time management
- Well organized
- Adaptable

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
- Experience of working in a culturally diverse environment
- Typing Speed
- Well versed with MS Office

Nationality

Any

Employee Signature:

Date:

Line Manager Signature:

Date: