

Officer-Operations – Vanuatu (2 Open Position)

VFS GLOBAL IS A COMMERCIAL COMPANY WORKING IN PARTNERSHIP WITH THE AUSTRALIAN & NZ GOVERNMENT TO PROVIDE NEW ZEALAND & AUSTRALIAN VISA APPLICATION SERVICES ACROSS PACIFIC REGION.

PURPOSE OF THE ROLE: To facilitate the VISA application process & handle front & backoffice operations conducted at the respective Visa Application centres (VACs)

Areas of Responsibilities

1. Document scrutiny and collection of applications for visa processing.
2. Handle customer/applicant queries personally or via email, Telephone.
3. Handle cash and bank related transactions if assigned and ensure 100% accuracy
4. Record & maintain all application data. Ensure accurate & timely data entry into the system with zero errors
5. Ensure all administration and logistics of passport delivery to consulate/ applicant / logistic company etc
6. Maintain compliance to the standard operating procedures, manuals etc. without deviation in process
7. Inform the applicants about the available Value-added Services and ensure delivery of Value added services options to applicants/customers
8. Encourage applicants to provide feedback on services provided and their overall experience at the application centre
9. Ensure that the entire process is completed within the mandated turnaround time
10. Assist Deputy Manager/Operations Manager in execution of WB project
11. Ensure judicious use of natural resources.
12. Adhere to the environment health and safety policy/objectives and guidelines of the organization
13. Other duties assigned by reporting manager.

Qualification & experience (Education, Experience, Specific knowledge, Skills, Understanding & Attitude).

Education: Minimum: Pursuing Graduation (Minimum 12 years of Formal Education)

Language : Require French speaking for one open position is a must.

Additional: Graduate or global equivalent

Experience: 0 – 12 months of experience preferably in Travel and Tourism or Service industry

REMUNERATION:

Salary and other terms and condition will be discussed with the prospective candidate at a later stage.

Application for above position with detail CV should be sent to: ShabanaS@vfsglobal.com.