

Officer

Position Title: Officer – Operations

Job Description	JD – VFS Global – Operations – Officer		
Organization	VFS Global Services Pvt. Ltd.		
Designation	Officer	Role	Officer – Operations
Function/Department	Operations	Level	P5
Sub-Unit	Operations	Reporting to (position)	Deputy Manager – Operations
Geographical location of the role	<i>Varies depending on given region</i>		
Approved by (HOD)	Head – Operations	Final Approval	Head – Human Resources

Purpose of the role

To facilitate the VISA application process & handle front office & back office operations conducted at the respective Visa Application Centres (VACs)

Profile – Roles and Responsibilities

Areas of Responsibility & brief description		Responsibility Level
1.	Document scrutiny and collection of applications for visa processing	Full
2.	Handle customer/applicant queries personally or via email, telephone.	Full
3.	Handle cash and bank related transactions if assigned and ensure 100% accuracy	Full
4.	Record & maintain all application data. Ensure accurate & timely data entry into the system with zero errors.	Full
5.	Ensure all administration and logistics of passport delivery to consulate/ applicant / logistic company etc.	Full
6.	Maintain compliance to the standard operating procedures, manuals etc. without deviation in process	Full
7.	Inform the applicants about the available Value Added Services and ensure delivery of Value Added Service options to applicants/ customers.	Full
8.	Encourage applicants to provide feedback on services provided and their overall experience at the application centre.	Full
9.	Ensure that the entire process is completed within the mandated Turn Around Time	Full
10.	Assist Deputy Manager/Operations Manager in execution of WB Project	Partial
11.	Ensure judicious use of natural resources	Full
12.	Adhere to 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) - Complaints - Targets met as prescribed in Team Objective Tracker.
3. Timely & Accurate Data entry - Targets met as prescribed in Team Objective Tracker.
4. Late reporting /unauthorized absenteeism
5. Adherence to TAT - Targets met as prescribed in Team Objective Tracker.
6. Completion of WB Projects Completion
7. Attending training programmes. Ensure all trainings scheduled by HR are attended
8. Training: Internal Process Certifications (OCL's) – Scores well on all OCL's completed for self
9. Error Monitoring – To reduce the number of errors on a daily basis, maintains Error Log, as applicable.
10. Updates Productivity & VAS Conversion Grid – to track performance on a daily basis.
11. VOC - Targets met as prescribed in Team Objective Tracker.
Ensures adequate Surveys are completed (minimum 5% of application counts) & Target VOC Target achieved, as per Team Objective Tracker

Key Interactions within and outside of VFS Global

External

1. Travel Agents / Applicants
2. Vendors
3. Logistics Company
4. Auditors

Internal

1. Operations Managers
2. IT Department
3. HR Department
4. Internal VFS Global employees/support functions

Qualification & Experience (Education, Experience, specific knowledge, skills, understanding, attitude)

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

Additional: Graduate or global equivalent

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

Knowledge & Key Skills:

- Basic Knowledge of Computer skills
- Proficiency in MS office & good typing speed
- Adaptability and presence of mind to handle customer queries and complaints\
- Knowledge of local language
- 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 & Professional Development
6. Delivering Results
7. Communication
8. Networking
9. Leadership

Functional Competencies

1. Operation Management
2. Project Management
3. B2C Sales
4. Client (mission) Management

Please refer to the competency dictionary on VFS Champions Portal to know about the applicable proficiency scale against each of the above competencies

Additional Requirements

Fluency in Local Language – Ability to read write and speak fluently, especially in Hindi & English, knowledge of an additional international language would be very helpful (***region specific language can be looked at***).

Please ask them to carry a government id proof also. Below is the Contact no and email Id.

Contact No- 7666412105/8169448814

Email ID- nehaka@vfsglobal.com

Candidates Should be living within till Borivali (WESTERN LINE) & MULUND\Thane (CENTRAL LINE) & VASHI (HARBOUR LINE)