

About our client

Our Client is the world's largest visa outsourcing and technology services specialist for governments and diplomatic missions worldwide. The company manages the administrative and non-judgmental tasks related to visa, passport and consular services for its client governments. This enables them to focus entirely on the critical task of assessment.

Our Client provides a wide range of services aimed at enhancing customer experience in public services with an automated and seamless process. However, Our Client does not play any part in the decision-making process behind visa applications being granted or denied

Requirement

Our client is hiring for **Operation Officer** as a part of their administration division. Given below are the specifications pertaining to requirements and benefits.

Job Profile: -	Operation Officer/Visa Officer
Qualification:	Graduate
Experience:	Min. 1-2 years
Language Known:	English & Hindi
Job Location:	Dubai, UAE

Knowledge & Key Skills:

- Proficiency in MS office & good typing speed
- Adaptability and presence of mind to handle customer queries and complaints Customer oriented.
- Ability to Innovate and enhance procedures and methods to increase productivity & cost effectiveness

Competencies/Personal Attributes

- ❖ Organizational 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. Good Communication skills in English [Verbal & Written]
 2. Customer Orientation
 3. Good team player
 4. Problem solving & Multitasking skills
 5. Interpersonal Skills
 6. Self-Motivated and Self Directed
 7. Time Management
 8. Display team management skills

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).

Queries	Response
Category or Trade	Operation Officer
No. of Demand	18
Min. Required Experience (India or Gulf/ International - please clarify)	1-2 years of experience preferably in Travel and Tourism or Service industry
Required Min. Qualification	Graduate
Age Limit	21-30
Duty Hours	Monday to Friday and in line with mission requirements
Working Days	5 Days a Week
Total Salary	4000 AED
Food provided by the employer (Y/N)	No
Accommodation (Y/N)	No
Transportation (Y/N)	No
Medical	Yes
Contract Period	2 Year
Job Location	Dubai/Abu Dhabi
ECR passport accepted or not	No
PCC or any other document is required for visa processing	No
Leave Benefits	As Per UAE Labor Law
Interview Type (Online or Offline)	Online
Normal medical or GMACA medical is required for visa processing	Normal
Joining Air ticket will be provided by employer	NO
Job Description	<ul style="list-style-type: none"> To maintain up to date information on visa regulation & fees To follow fundamental quality checks during visa application processing. To facilitate the VISA application process & handle front office & back office operations conducted at the respective Visa Application Centers (VACs)