

Dear Candidate,

This is an excellent opportunity for anyone looking to build a career in government to citizen services with the ability to work in a fast-paced environment.

The details of the position are listed. below.

Positions available: Full Time and Part-Time (20 hours/35-40 hours/week paid bi-weekly)

Number of Hires: 3

Job Title: - Manager- VAC/ Operations

Location: - Manhattan, New York. Washington, DC, and Mexico City.

Joining Date: TBD

Wages: TBD

Languages: English and German

Office Hours: 8 am - 5 pm (Additional/fewer hours as per business needs)

Benefits: All Full-Time staff receive 10 days of Paid Time off after 6 months of probation, Paid Federal/State/Consulate Holidays/ & 40 hours of Paid Sick Leave

*Must be authorized to work in the US / Mexico.

Job Description: Manager Operations (German Speaker)

1. Undertake overall responsibility of the business unit.
2. Direct responsibility for the unit's profitability and achieving targets (EBIT) set by the Country/Region.
3. Develop and maintain business relationships with all Embassy/Consulate officials.
4. Ability to read and comprehend documents written in the German language.
5. Handle customer/applicant escalations through email, and telephone. The mode of communication could be German and English for the USA. German, Spanish and English for Mexico.
6. Ensure compliance with all existing processes and meet the defined Service Level Agreement.
7. Ensuring the Team is mentored & works towards adherence to all SOP's/processes required to be complied with, from an Organization & ISO perspective.
8. Manage unit and staff efficiency and productivity to ensure that the team is aligned & contributes towards the achievement of parameters enlisted in The Team Objective Tracker.
9. Responsible for implementation of process enhancements to improve the quality & efficiency of the Unit.
10. Facilitate & encourage the team to share Innovative Ideas and encourages sharing of Best Practices.

11. Lead new process rollouts in the respective Visa Application Center(s).
12. Control and maintain the Unit's expense budgets and allocated resources.
13. Ensure conduct of product & process training to all staff regularly through coaching and development.
14. Ensure that all staff attends training scheduled by various departments within the organization and ensure effective process monitoring by conducting internal process checks and frequent audits.
15. Manage Security (Physical & Data) at the Application Center and ensure effective controls are in place to pre-empt any physical /data security breach incidents.
16. Adherence to Corporate Security Policy.
17. Ensure ongoing Value-Added services are enhanced and maintained thereby achieving the monthly/annual targets.
18. Ensure updating of Productivity and Sales conversion grids– to track performance on a weekly/monthly/basis – data available for half-yearly and annual appraisals.
19. Work closely with the Value-Added services team to create new channels of Revenue.
20. Mentor the team on regular basis, thereby ensuring a successor is created for the position.
21. Act as a counsellor on various occasions between Centre Supervisor/Deputy Manager and the officers.
22. Liaison with support functions (Administration, HR, Finance etc.)
23. Manpower forecasting specially to meet peak season hiring requirements.
24. The manager should also foresee the health and safety of the employees in terms of seasonal work pressure and overtime.
25. Ensure judicious use of natural resources.
26. Adhere to the environmental health and safety policy/objectives and guidelines of the organization.

Desired Candidate's Profile:

- Native German Speaker/German National or Dual Nationality with legal status to work in the country.
- For USA: Excellent in German and English, other additional languages could be an advantage.
- For Mexico: Excellent in German, Spanish and English, other additional languages could be an advantage.
- Proficiency Level for the German language: B2 for both USA and Mexico.
- Bachelor's degree or equivalent preferred.
- Positive attitude and providing exemplary customer service, maintenance of confidentiality.



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- Ability to self-motivate and work independently.
- Desirable minimum 5 years in Operations/ BPO/Customer Care/Hospitality.
- A Minimum of 2 to 3 years of knowledge in Project Management will be considered could be an advantage.
- Willingness to travel for work.

You may also call me at +1 437-243-7842 or email me at hemantika.p@blsinternation.net. We are hiring immediately with a 2-step interview process. Please apply with your updated resume and salary expectations.



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