

Dear Candidate,

This is an excellent opportunity for anyone looking to build a career in government to citizen services. In a nutshell, this is a front office Customer Service officer and data entry position with high attention to detail and 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: - Customer Service officer - Operations

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

Joining Date: TBD

Wages: TB

Languages: English and German

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

Benefits: All Full-Time staff receive 10 days 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: Customer Service officer - Operations (German Speaker)

1. Undertake overall responsibility of the business unit.
2. Direct responsibility for the unit's profitability and achieve 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 German language.
5. Handle customer/applicant escalations through email, telephone. Mode of communication could be German and English for USA. German, Spanish and English for Mexico.
6. Ensure compliance to all existing processes and meet the defined Service Level Agreement.
7. Ensure that the Team are mentored & work towards adherence of all SOP's/processes required be complied with, from an Organization & ISO perspective.
8. Manage unit and staff efficiency and productivity ensure that the team are aligned & contribute towards achievement of parameters enlisted in The Team Objective Tracker.
9. Responsible for implementation of process enhancements to improve quality & efficiency of the Unit.

10. Facilitate & encourage team to share Innovative Ideas and encourages sharing of Best Practices.
11. Lead new process roll outs in the respective Visa Application Center(s).
12. Control and maintain Unit's expense budgets and allocated resources.
13. Ensure conduct of product & process training to all staffs on a regular basis through coaching and development.
14. Ensure that all staff attends trainings 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 to ensure effective controls are in place to pre-empt any physical /data security breach incidents.
16. Adherence to Corporate Security Policy.
17. Ensure on-going 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 in order 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 at 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 environment 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.



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- 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 German language: B2 for both USA and Mexico.
- Bachelor's degree or equivalent preferred.
- Positive attitude and providing exemplary customer service, maintenance of confidentiality.
- Ability to self-motivate and work independently.
- Desirable minimum 2-3 years in Operations/ BPO/Customer Care/Hospitality.
- Minimum 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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