

## Position: Customer Service Agent (English speaker)-Cambodia - VAC - Phnom Penh

At TLScontact, we manage visa and consular services for government clients around the world. We concentrate on providing the administrative aspects of the visa process via a global network of Visa Application Centres(VAC), allowing our government clients to focus on their core decision-making role. We present in 90 countries, over 150 visa application centres and have millions of visa applications

**Company Website:** <https://www.tlscontact.com/>

**Reporting to:** Supervisor/Centre Manager

**Location:** Vattanac Capital Tower, Phnom Penh, Cambodia

### **Requirements:**

Qualifications:

- University graduate (or equivalent)

Experiences:

- Experience of work with documents or customer service is an advantage
- Working within a Visa Application Center or Public Sector is an advantage

Skills and abilities:

- English level – upper intermediate and above (speaking/reading/writing) is required; other foreign language is a plus
- Experienced MS Office user
- Detail oriented, initiative, open mind
- Good communication skill, active listener, patient to customers
- Fast learner, ability to work under pressure
- Strong team player

### **Responsibilities:**

- Handle day-today Visa Applications in compliance with Standard Operations Procedures
  - Works at the welcome desk;
  - Consult applicants during self-service registration, payment and queuing processes;
  - Accepts and checks the documents;
  - Accepts payment of fees and additional services;
  - Accepts biometric data of the applicants;
  - Controls quality of submitted documents;
  - Transfers and receives documents to / from the visa sections of clients;
  - Returns documents to the applicant;
  - Organizes and provides Apply Anywhere service;
  - Provides services for completing visa application forms;
  - Processes data at the visa sections of clients;
- Follow an established and defined filing and administration process, guided by a computer-based system

- Ensure engagement with applicants provides a first-class service, and positive customer experience
- Flag to VAC Management applications that may give rise to concern
- Handle customer complaints assertively, and efficiently
- Handle problem customers assertively and diplomatically
- Support the provision of healthy and safe working environment through good personal and team practices
- Support VAC initiatives to support the ongoing improvement of business performance
- Support colleagues to develop and implement continuous improvement initiatives
- Support colleagues through advice and mentoring, and promoting best practice, sharing information and encouraging team spirit
- Ensure cleanliness and order at the workplace in accordance with internal regulations of the company.
- Maintain strict confidentiality of technological, financial, commercial and other information received in connection with the performance of his / her duties, and takes all possible measures to protect the information received from disclosure.
- Attend all staff meetings, mandatory trainings conducted by the Employer, participates in asset inventories and other activities that are mandatory for employees, as decided by the management.
- Travel up on request for the other locations to provide customer service.

**KPIs for the Role:**

- Meet/exceed agreed customer service metrics
- Meet/exceed agreed Visa Application handling metrics
- Continuous performance improvement against a dashboard of VAC and personal performance standard

In TLScontact we are cultivating a supportive, inclusive working environment where all our employees can thrive and express their talent, whatever their gender, background, race or religion. This is our way to build the most diverse and engaged talent pipeline where each employee's voice matter and valued. We believe that this approach will lead us to a long-term success as an organization in visa services industry.

**\*Please carefully read the recruitment privacy notice below:**

[Recruitment Privacy Notice Cambodia](#)

**Contact Email:** [kelly.ren@tlscontact.com](mailto:kelly.ren@tlscontact.com)

**Position Apply Link:** <https://hr.tlscontact.com/recruitmentApply/384/view>