

## Position: Operations Supervisor (French 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:** Center Manager

**Subordinates:** Senior agents, Agents

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

### **Requirements:**

Qualifications:

- University graduate (or equivalent)

Experiences:

- Minimum 4 years in customer service sphere of the business
- Minimum 3 years of operational process management
- Minimum 2 years in team supervision
- Work within a Visa Application Center or Public Sector is an advantage

Skills and abilities:

- Mandatory fluent French and English (speaking/reading/writing); other foreign language is a plus
- Strong MS Office user
- Detail oriented, initiative, open mind
- Good communication skill, active listener
- Fast learner, be able to work under pressure
- Strong team player
- Organization skill
- Team management & development

### **Responsibilities:**

- Handle day-today Visa Applications in compliance with Standard Operations Procedures if required
- Provide supervision of Agents – prioritizing work, providing guidance, acting as an ‘expert’ in one or more areas of VAC operation, and providing a first point of escalation for customer complaints and service problems
- Track Agent performance and intervening as needed to protect and enhance delivery against key service and delivery metrics
- Actively participate in staff management activities such as recruitment, objective setting and review, training and development, team motivation through effective leadership.
- Ensure engagement with applicants provides a first-class service, and positive customer experience
- Support colleagues through advice and mentoring, and promoting best practice, sharing information and encouraging team spirit
- Flag to VAC Management applications that may give rise to concern

- Controls new Agents on-boarding
- Handle customer complaints an 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
- Complete performance reporting as needed to support tracking of VAC performance against a dashboard of metrics
- 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.
- Replace Center manager in case of their absence

**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/386/view>