



**G Solutions Group doo** was founded in 2014 with headquarter in Belgrade, Serbia.

As a result of commitment to development, continuous growth of human capital and improvement of business processes, G Solutions Group and its subsidiaries and all of the brands within the Easytovisa Portfolio have become the first CEE independent visa service and online immigration consultancy provider.

Easytovisa is a trusted visa service provider for some of the leading regional companies, in a wide range of industries.

**[Fast and Secure Route to all Your Visas - Easytovisa](#)**

## Job Details: Customer Contact Team Leader

The logo for CIBTvisas, with 'CIBT' in red and 'visas' in black.

### About our Partner

CIBT is the leading global provider of immigration and visa services for corporations and individuals with over 1,100 expert immigration and visa professionals, attorneys and qualified migration consultants located in over 55 offices in 25 countries. With thirty years of experience, we are the primary service provider to 75% of Fortune 500 companies. We offer a comprehensive suite of services under two primary brands: Newland Chase, a wholly owned subsidiary focused on global immigration strategy and advisory services for corporations worldwide and CIBTvisas, the market leader for business and other travel visa services for corporate and individual clients, and legalization services.

We are fast-paced and dynamic business with aggressive plans for growth. We seek talent that will embrace the company's aspirations to drive growth and shape the future of our business. Employees who achieve success possess intellectual curiosity, work well in a fast-paced and dynamic environment, and hold themselves accountable for driving results and achieving targets.

Private Equity (PE) backed since 2003, the company has a strong record of creating value for investors and executive leadership. Since the initial PE investment, the Company has completed four successful transactions progressively selling to larger PE investors.

CIBT has been a portfolio company of Kohlberg & Co (<https://www.kohlberg.com>) since June 2017.

### Responsibilities

The Team Leader will be responsible for the contact center, based remotely throughout the UK.

The Customer Contact Team Leader will work with the UK Operations Director on operational and performance

activities within the CIBT Customer Contact Centre function in the UK. This is a high-quality customer service orientated role that drives the customer satisfaction of the CIBT Experience.

The TL needs to work with the Manager and is responsible for all staffing issues including ensuring proper scheduling of sufficient staffing to achieve operational performance metrics. The Team Leader will focus on improving the performance of agents on the team through intensive monitoring to identify areas of opportunity, coaching and training to improve customer service and sales skills, and content knowledge. The Team Leader will, with the help of the Manager, develop, foster and maintain a customer-centric culture at CIBT and will work to build a sense of pride and strong morale within the team.

Within the Customer Contact and Support Team will sit the following roles and tasks: Priority Line Calls, Business Line Calls, Tourism Line Calls and Information Mailbox Oversight.

From time to time you may be required to support with customer submissions at the Chinese and Russian visa centers in Manchester.

- Maintain deep content knowledge on all aspects of CIBT's business process to complete orders, systems capabilities and CIBT policy and procedure
- Deal with high end escalations as they arise, resolving the issue successfully with the client
- Oversee the distribution of daily call volume and assignments
- Maintain performance standards to ensure quality service and optimal performance. Quantitative metrics will include, but are not limited to Call Abandonment, Call Volume, Adherence to Schedule and Call Quality
- Create, maintain and continually improve office process flows so that they achieve maximum efficiencies and productivity
- Manage the daily schedule within the team ensuring annual leave/sickness is covered
- To create, maintain and develop a high performing Team which has at its core a true sense of team work
- Work closely with other areas across the business to support ongoing improvements
- To undertake all other reasonable duties as requested by the UK Operations Director
- Ensure Health and Safety policy is understood and correctly implemented within the team and office
- To manage the team as individuals, being attentive to their specific needs, ensuring they receive regular 121s, assist with annual appraisal and that they are encouraged to learn and develop as part of their role
- To work with professionalism, honesty and integrity maintaining confidentiality
- To treat people fairly, with respect, impartially and consistency

## Competencies

The following competencies have been identified as critical for success in the role and will be referred to during the assessment, feedback and evaluation process.

- Leading and supervising
- Working with people
- Planning and organising
- Deciding and initiating action
- Achieving personal work goals and objectives
- Adapting and responding to change
- Coping with pressures and setbacks
- Persuading and influencing

## Skills and Experience



## ESSENTIAL

- Proven excellent written and verbal communication skills
- Previous successful supervisory experience
- Ability to work the demanding hours required of the role

- **DESIRABLE**

- Bachelor's Degree in Business (or other relevant topic) or equivalent level of qualification
- Proven strong analytical ability
- Multi-lingual
- Previous visa processing experience

## Equal Employment Opportunities

As part of our dedication to the diversity of our workforce, we is committed to Equal Employment Opportunity without regard for race, color, national origin, ethnicity, gender, protected veteran status, disability, sexual orientation, gender identity, or religion.

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SOLUTIONS