



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 Easytvisa Portfolio have become the first CEE independent visa service and online immigration consultancy provider.

Easytvisa 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 - Easytvisa](#)

Job Details: Visa Consultant Support

CIBTvisas

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.



Position Overview

The Visa Consultant support position handles all aspects of customer service in the contact team and is responsible for providing accurate information pertaining to visa and passport requirements, processing and delivery to customers both on the phones and in written e-mail communications. The Visa Consultant support handles a variety of customer types, ranging from FTSE 500 Corporate clients to Leisure Tour operators, to general retail customers. The Visa Consultant support will be required to exhibit extreme flexibility understanding the nuances of each call type. In addition to handling a high volume of calls and e-mails, the Visa Consultant support will be responsible for sending necessary documents and order forms to clients and educating them on the website capabilities. Agents will provide status checks when clients request updates and will work with processing and despatch teams to ensure customer satisfaction. Agents will perform processing preparation activities when work load allows. The ideal candidate will derive satisfaction from providing exceptional customer service to our clients.

DUTIES

- Achieve minimum performance handling standards on calls handled and e-mails completed based on assignment.
- Responsible for averaging 90% or above overall quality score
- Required to maintain 95% adherence to schedule
- Provide consistent, courteous and professional service to both internal and external clients
- Professionally handles irate customers and correctly identifies when to escalate to next level
- Responsible for providing the client with the most up-to-date visa and passport information.
- Communicate with various CIBT teams (processing, despatch, courier and account management) of any changes a designated client needs to make to an active itinerary.
- Respond to all requests for information in a timely manner.
- Assist colleagues when necessary.
- Consistency in documenting clear and concise information on all active files utilizing Private Notes
- Provide clear feedback to management on customer's experience and perceptions
- Process research on visa requirements when necessary.
- Keep self-informed and educated on all changes in business that impact quality of service provided

OTHER RESPONSIBILITIES:

CIBT is staffed by small teams and fluctuating demands. Hence, it is essential that the role holder is prepared to work collaboratively with other staff to helping other team members with tasks when required. The customer contact agent must be an Agent of Change and present a positive attitude.

KEY ROLE COMPETENCIES:

- Excellent communication and organisation skills
- Adaptability
- Rapport building

- Teamwork orientation
- Attention to detail and problem resolution skills
- Customer service excellence
- Ability to work independently and multi-task
- Flexibility and tolerance for job stress
- Ability to accept supervision and follow directions
- Respect for diversity
- Attention to detail and problem resolution skills

POSITION IN THE ORGANISATION

- Individual contributor, directly accountable to Customer Contact Manager
- Member of a small team directly responsible for service delivery excellence, customer education and satisfaction
- Liaises with all other teams involved in the service delivery stream

DIMENSIONS AND LIMITS OF AUTHORITY

- Individual will make recommendations to management team on processes that improve the overall service delivery experience

SELECTION CRITERIA

Required:

Prior Customer Service/call centre, travel related or financial experience
Computer literate
Ability to work in a team atmosphere
Strong communications- oral and written

Desirable:

Demonstrated self-initiative
Multi-lingual
Visa Processing experience

SOLUTIONS