



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: Visa Consultants

CIBTvisas

About our Partner

CIBT is the leading global provider of immigration and visa services for corporations and individuals with over 1,600 expert immigration and visa professionals, attorneys and qualified migration consultants located in over 60 offices in 27 countries.

With thirty years of experience, CIBT is the primary service provider to 75% of Fortune 500 companies. CIBT offers 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.

We commit to delivering a superior service experience to our clients on each and every engagement.

<https://cibtvisas.com/> <https://Corporate.cibt.com>

Opportunity at CIBT:

We have exciting opportunities at CIBT. We value our employees and prioritize their career growth and development. As part of our team, you will work with world-class visa and immigration experts. You will learn in a dynamic, collaborative, and complex global environment, using industry-leading technology solutions. Our profound commitment to ethics, compliance, and diversity, along with our respect for one another, are key to our strength and success.

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Position Overview:

CIBT **Visa Consultants** coordinate visa, passport, and related services that are initiated through CIBT Consular Services, with the utmost professionalism, expert advice, and responsiveness. Customers may include multinational corporations, government, travel and leisure industry, and individual customers. Offering superior service, our Visa Consultants take ownership of the client relationship and serve as dedicated points of contact for visa and passport processes, ensuring travel documents are obtained as easily and as quickly as possible.

Responsibilities:

Provide expert email support to assist customer in completing application forms for visas, passports, and related services; handle all other aspects of processing documents for customers, ensuring accurate, efficient, and timely processing

Provide current and accurate information regarding visa and passport requirements, processing, and delivery, creating a superior experience for the Consular customer that encourages continued processing with CIBT rather than direct submission

Ensure customer has clear understanding of requirements and that all applications and documents submitted are accurate, complete, and timely

Provide customer with real-time updates throughout the process

Promote best practice, ensuring all Service Level Agreement (SLA) standards are met or exceeded; effectively handle a high volume of calls and emails in consistent, courteous, and professional manner

Develop expert skill in visa and passport processing, maximizing efficiency and productivity

Work closely with CIBT teams such as Processing, Dispatch, Liaison to ensure seamless process

Build a dedicated and expanded customer base; educate customers about added-value products that may benefit them; demonstrate initiative in providing solutions and resolving client issues

Document information in CIBT secure database in accordance with company protocol, ensuring data integrity and appropriate records retention schedule

Stay abreast of all product/service enhancements, system updates, and changes to requirements



Assist colleagues and other teams as requested

Maintain strict client confidentiality, ensuring secure document handling and protection of client Personal Identifiable Information (PII) and all other data

Complete all work in strict compliance with law, regulations, and company policies, supporting CIBT's strong ethical culture

Requirements:

Bachelor of Arts/Bachelor of Science degree or Associates Degree with two years' experience or equivalent

1-3 years' experience; highly desirable: experience in travel, hospitality or embassy/consulate relations

Fluency in written and spoken Dutch or German or French

Exceptional communication and interpersonal skills

Strong client service mentality

Solutions-focused with excellent attention to detail and accuracy

Proficiency with computer software; aptitude for learning new programs

Strong organizational and time management skills

Ability to handle high volume while maintaining high level of productivity

Ability to problem solve, analyse information and provide solutions

Equal Employment Opportunities: As part of our dedication to the diversity of our workforce, CIBT 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.