

Visa Application Centre Agent

Do you want to be part of a dynamic, international company serving governments and citizens in 90 countries? Are you interested in joining a diverse team of passionate people from around the world? We are looking for an enthusiastic Visa Application Centre Agent for our London based Centre, certified by the Great Place to Work (GPTW).

Total Pay: up to £25K after probation plus sales related bonus and travel allowance

Benefits*: Cycle Scheme, Uniform voucher, Additional Leave, Company Sick Pay, Talent Development Program, Social activities, 30 minutes paid break and Employee recognition.

**(some will be Subject to employee seniority)*

Hours: Office based 40 hours a week, inclusive of 30 minutes paid lunch per day with different shift patterns available.

TLScontact works with governments to provide visa and consular services on their behalf to travellers and citizens. Present in 90 countries, TLScontact operates 150 visa application centres and handles over 4 million visa applications every year. TLScontact is part of Teleperformance Group, the global leader in customer experience management.

The key responsibilities of the role include:

- Handle day to day Visa applications in compliance with Standard Operations Procedures – greeting customers, supporting completion and checking of applications, obtaining biometric data, other documentation and data entry procedures
- Following an established and defined filing and administration process, guided by a computer based system
- Ensure engagement with applicants providing a first-class service and positive customer experience
- Support colleagues to develop and implement continuous improvement initiatives

The Selection Criteria:

Skills/Personal Attributes

- Excellent communication and interpersonal skills
- Skills in establishing and maintaining effective relationships with customers
- Handle customer complaints assertively and efficiently, and handle difficult customers with diplomacy
- Knowledge of computer systems
- Excellent spoken and written English; fluency in any other language such as German, French and Dutch is an advantage
- Structured thinking and heavy attention to detail
- Self-motivated, patient and professional
- Excellent personal time management, available to work extended hours from time to time, and at short notice
- Be able to work independently, thorough and reliable

Experience

- Experience of working face-to-face in a customer service role or retail environment
- Working in a fast-paced multi-cultural collaborative team environment, and at times in a high-pressure environment during high seasons
- Experience in a Public Sector / Government client working environment is a plus.

TLScontact is proud to be an equal opportunity employer, employing a diverse workforce is essential to our long-term development. We are committed to equal employment opportunity and equal pay regardless of e.g. race, colour, religion, sex, national origin, sexual orientation, disability or gender identity.

Please note TLScontact is unable to sponsor those without permission to work in the UK, therefore any applicant must already have permission to work in the UK.

Under The Immigration, Asylum and Nationality Act 2006, you must have the right to work in the United Kingdom to be considered for this role.

All successful applicants will need to apply for and pass a Criminal Record disclosure - enhanced level.

If you are interested, please forward your CV and a brief covering letter to recruitment.uk@tlscontact.com