

Center Supervisor, Hong Kong

Available shifts:

Monday to Friday	08:45 AM to 18:00 PM
Saturday & Sunday	Weekly off

Email application with a covering letter is necessary.

Kindly send your application to careers.hk@blsinternational.net

Subject Line of the email: Center Supervisor

Only selected suitable candidates will be contacted

BLS International Services Ltd., Hong Kong is actively searching a Center Supervisor.

We are looking for reliable candidates who are sharp, professional, logical, focused and hardworking.

Job Description:

- Visa, Passport & consular processed application scrutiny and verifying credentials and supporting documents
- Handling customer/applicant complaints/queries escalations personally or via e-mail, telephone
- Maintain and record all application data and screening and scanning of the Documents, images and signatures and uploading to the Consulate.
- Handling of cash collection from Customer Service Executives and maintain clear records.
- Ensuring all administration and logistics of passport delivery to consulate / applicant / logistic company, etc.
- Training and supporting Team members in handling applicants.
- Preparing and sending daily reports to the Embassy and BLS reporting heads.
- VAS Conversions support and training to the TEAM.

Candidate Profile:

- Graduates.
- Good communication skills in Cantonese & English language (verbal and written).
- Experience of 2 to 5 years in the Travel & Tourism, Banking, Airline, Courier or any customer care industry.
- **Behavioural competencies:** customer orientation, ability to work in a team, ability to work under pressure, problem solving skills, ability to multi-task, adaptability and presence of mind to handle customer queries and complaints
 - Technical competencies: Basic computer skills - MS Office, good typing skills.

Any other activities that are not mentioned above, but may be delegated during the employment term.