



PR/094946 | Global Mobility Services - Consultant / Supervisor

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1549566

Industry

Other

Job Type

Permanent Full-time

Location

Australia

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 17:16

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

JAC's client, a leading global mobility services firm, is seeking to fill multiple positions, including Consultant, Senior Consultant and Supervisor roles.

Location: Ho Chi Minh City

Job Responsibilities

As a Consultant/Senior Consultant/Supervisor, you will be part of a high-performing immigration team, supporting visa coordination and immigration strategy across the Asia Pacific region. You'll begin with a focus on Vietnam and expand your expertise over time. The role involves client advisory, case management, vendor coordination, and administrative support.

Client Service & Casework

- Coordinate immigration services for clients across various industries.
- Serve as the primary contact for standard immigration queries and routine case-related inquiries.
- Manage non-VIP cases for low-sensitivity clients and lead "High-Touch Calls" under supervision.
- Collaborate with assignees, client contacts, and external counsel to ensure complete and accurate documentation.
- Identify complex cases and escalate to senior team members or managers.
- Support sub-teams for key clients, assisting with casework, reporting, and quality control.
- Provide coverage for team members during absences and support VIP cases when needed.

Technical Knowledge

- Develop working knowledge of immigration laws and processes through research and collaboration.
- Monitor legislative trends and contribute insights during team discussions.
- Advise on common scenarios such as business visits and visa-exempt activities.
- Assist in preparing country-specific process guides and checklists.
- Participate in team projects and share learnings to enhance team capabilities.

Vendor Management

- Build strong relationships with external counsel and ensure adherence to client protocols and SLAs.
- Verify advice from vendors using internal and external resources.
- Escalate performance issues to senior team members or managers.
- Participate in vendor reviews and ensure timely, quality service delivery.

Administrative & Billing

- Use internal systems to manage case priorities and maintain healthy case status.
- Coordinate with administrative teams for case updates and document uploads.
- Ensure billing accuracy, manage POs and PINs, and support monthly billing cycles.
- Monitor expiry reports and initiate renewals or cancellations promptly.
- Quote fees for out-of-scope services using appropriate schedules or senior guidance.

Job Requirements

- Diploma or degree in any discipline; legal background is a plus.
- Consultant: 2–4 years of work experience; Senior Consultant/Supervisor: more than 4 years of work experience; preferably in immigration.
- Detail-oriented, reliable, and client-focused with strong analytical skills.
- Capable of managing multiple tasks and meeting deadlines.
- Strong communication and research skills.
- Demonstrates emotional intelligence, initiative, and problem-solving ability.
- Collaborative team player with professionalism and efficiency.
- Takes ownership of tasks and seeks guidance for complex matters.

#LI-JACVN

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Company Description