



JAC Recruitment

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Vietnam



PR/094948 | [Immigration] Business Consultant

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1549568

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

Location

Hanoi

Company and Job Overview

A leading professional services firm providing immigration consulting services to multinational clients across the Asia Pacific region. The company offers a high-performing, multicultural, and collaborative environment with continuous learning and development opportunities.

Job Responsibilities

Client Service and Casework

- Coordinate immigration services for a wide array of clients across diverse industries.
- Act as the primary or secondary contact for standard immigration questions, processes, and timelines.

- Build and maintain strong relationships with key client contacts.
- Responsible for day-to-day casework including:

Collecting, collating, and reviewing all required documents for applications.

Conducting pre-assessments and consultations, where applicable.

Partnering with co-counsel to support visa processes and provide case updates.

Identifying complex or high-risk cases and escalating appropriately.

- Lead or support "High-Touch Calls" with assignees, clients, and stakeholders.
- Prepare and distribute client-specific reports, trackers, and other materials.
- Assist in responding to ad hoc client requests and delivering training sessions.
- For senior levels:

Mentor and guide junior team members.

Act as technical subject matter expert for strategic clients.

Handle complex, escalated, or VIP cases.

Act as auxiliary escalation point and support the Managers in team guidance.

Drive client-specific initiatives and new protocols.

Consultation and Advisory Work

- Work closely with co-counsel to craft consultation or advisory pieces for clients
- Identify billable opportunities and support large-scale immigration projects.
- Contribute to updating client-facing materials and thought leadership initiatives.

Specialization in a Secondary Country (as applicable)

- Monitor trends and legislative information for an additional APCC-serviced country.
- Coordinate immigration services, casework, and knowledge development for the secondary country.

Vendor Management

- Maintain strong working relationships with co-counsel(s).
- Ensure co-counsel performance meets client expectations and SLAs.
- Provide feedback and participate in vendor review processes.

Administrative and Billing

- Utilize internal systems (WIP/Wipper, Fragomen Connect) to manage case status.
- Coordinate case documentation and updates with administrative teams.
- Ensure accuracy in billing processes and manage deadlines.
- Proactively manage renewals, cancellations, and out-of-scope service offerings.

Teamwork and Leadership (for senior levels)

- Act as mentor and auxiliary escalation point for the team.
- Lead team meetings and facilitate discussions on country-specific issues.
- Support Managers in performance reviews, training, and resource management.
- Share knowledge, best practices, and case learnings with the broader team.

Job Requirements

- A good diploma or degree in any discipline. Law/Legal Services specializations would be advantageous
- Ideally 2 to 6 years work experience in the fields of immigration or mobility. Specific country knowledge would be advantageous
- Reliable and conscientious with a good eye for detail, possesses a strong client service mentality and demonstrates strong analytical and judgment skills
- Excellent written and verbal communication skills
- Good and demonstrable research skills
- Exhibits strong accountability and personal leadership qualities, preferably with a proven track record as team lead with experience in mentoring colleagues
- Quick learner with the ability to break down and explain complex immigration concepts
- Team player who is able to develop strong working relationships with team members and gain their confidence through displaying professionalism and efficiency in all communications
- Complete tasks within agreed timeframes and in line with expectations; capable of managing a high number of tasks simultaneously, and setting priorities accordingly; ability to meet various deadlines
- Maintains confidentiality
- Able to work independently, but knows when to rope in management
- A proven track record in resolving client problems and escalations modelling best practices
- Demonstrates an understanding of the firm's service ethics and executes their role with a respect for the Firm's values which include: a business orientation, agility, innovation and confidentiality

Benefit

- Competitive salary and benefits package
- High-performing, multicultural working environment.
- Continuous learning and development opportunities.
- Exposure to global clients and diverse immigration cases.

Due to the high volume of applicants, we regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACVN

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Company Description