



## PR/094946 | Global Mobility Services - Consultant / Supervisor

### 募集職種

#### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

#### 求人ID

1549566

#### 業種

その他

#### 雇用形態

正社員

#### 勤務地

オーストラリア

#### 給与

経験考慮の上、応相談

#### 更新日

2025年08月19日 03:00

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### 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

**Notice:** By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

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会社説明