

JOB VACANCY
OPERATIONAL ASSISTANT
CHINA BRIDGE GROUP (UK) LTD – LONDON
Permanent

China Bridge Group (UK) Ltd is a wholly owned subsidiary of Bank of China (UK) Limited and operates in London, Manchester and Edinburgh. China Bridge Group (UK) Limited is responsible for receiving all visa applications in the UK and prides itself on building a professional international team to deliver customer-oriented services.

Job purpose

Responsible for delivering excellent customer service, processing payments, return passports and data entry jobs to facilitate the day to day operation of the Centre.

Main responsibilities of the role

- Receive payment by cash, debit cards or Bank of China cheques according to the prices shown on the intranet system.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and there is adequate change.
- Ensure the payment received is correct with the intranet system when daily work has been completed.
- Double checks other cashiers daily balance sheets and ensure the payments received are correct.
- Dealing with customers' enquires. Collating all complaints and reporting it to management.
- Checking pick-up form number, numbers of passports and pick-up date, match applicants' name, passport number, ensuring applicants receive correct passport and visa. Complete visa delivery action in the operating system correctly.
- Regularly reporting queries to management.
- Sticking visa by strictly following visa sticking procedure.
- Inputting all relevant information into the system. Checking all data input and related supporting documents of the applications to make sure the coherence and accuracy of information in the system and information in actual application documents.
- Return passports by post and packing should strictly following the Work Process Procedures.
- Any other duties assigned by supervisor.

Experience Required

To be successful in this role candidates must:

- Have experience in Customer Services with excellent communication skills in order to liaise with people at all levels
- Computer and data entry skills
- Good English and Chinese

What we offer

We offer a competitive salary and benefits package.

If you are interested in this vacancy and have the relevant experience please send your C.V. to China Bridge Group (UK) Ltd, 12 Old Jewry, London, EC2R 8DU or alternatively email to recruit@chinabridgegroup.co.uk

In alignment with China Bridge Group (UK) Ltd recruitment policy, Criminal Reference Bureau and reference checks will be carried out in the event of an individual being offered the position.

China Bridge Group (UK) Limited is an equal opportunities employer