

<https://www.lankatalents.lk/job/case-officer/>

Case Officer

Description

The Case Officer is responsible for managing visa applications from initial client registration through to visa approval. The role involves assessing client eligibility, reviewing documentation, preparing and lodging visa applications, tracking application progress, liaising with immigration authorities, and providing continuous support to clients throughout the visa process while ensuring compliance with immigration regulations.

Responsibilities

- Register new clients and create client files.
- Assess client eligibility for visa applications.
- Explain visa requirements and application procedures to clients.
- Review and verify client documents for completeness and accuracy.
- Request additional documents and information when required.
- Guide clients in preparing supporting documentation.
- Prepare visa application forms and supporting documents.
- Upload and organize documents within visa application systems.
- Lodge visa applications through online portals or relevant authorities.
- Verify application details before submission.
- Process visa application payments and manage lodgement receipts.
- Track visa application progress and respond to immigration authority requests.
- Handle Requests for Further Information (RFI), additional documents, and Case Officer requests.
- Communicate with clients regarding visa updates, interviews, medical examinations, and biometric appointments.
- Maintain accurate client records and case notes.
- Ensure compliance with immigration laws, regulations, and company procedures.
- Coordinate with employers, educational institutions, government departments, and other stakeholders when necessary.
- Respond to client inquiries professionally and promptly.
- Meet application deadlines and service standards.
- Support clients until the visa decision and provide post-visa guidance when required.

Job Benefits

- **Basic Salary:** Rs. 50,000
- **Net Salary:** Rs. 50,000 + Commission

Qualifications

- Diploma or Bachelor's Degree in Business Administration, Law, Management, International Relations, or a related field.
- Previous experience in visa processing, immigration services, administration, customer service, or case management is preferred.

Hiring organization

Lanka Talents Creations (Pvt) Ltd

Industry

Education, Migration & Visa Consultancy

Employment Type

Full-time

Job Location

Battaramulla, Battaramulla

- Strong understanding of visa application procedures and documentation requirements.
- Excellent written and verbal communication skills in English.
- Strong organizational and time-management skills.
- High attention to detail and accuracy.
- Ability to handle confidential client information professionally.
- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Ability to work under pressure and manage multiple cases simultaneously.
- Excellent customer service, communication, and problem-solving skills.

Contacts

- **Call / WhatsApp:** 070 500 2122
- **Email:** dehara@lankatalents.lk