

## Visa Operations Manager

### Description

The Visa Operations Manager is responsible for overseeing the daily operations of the visa processing department, ensuring accurate documentation, maintaining quality standards, supervising the operations team, and delivering efficient visa processing services. The role requires strong leadership, operational management, and extensive knowledge of visitor and work visa procedures while ensuring every client application is professionally managed from onboarding through completion.

### Responsibilities

- Manage the daily operations of the visitor visa processing division.
- Lead, supervise, and mentor Visa Officers, Documentation Officers, and Client Support staff.
- Assign new client files and monitor application progress.
- Review visa documentation for completeness, accuracy, and consistency.
- Identify missing documents and ensure timely client follow-up.
- Conduct quality control reviews of visa applications.
- Maintain accurate client records and case statuses.
- Coordinate with external visa processing partners and service providers.
- Monitor appointments, biometrics, submissions, and visa decision stages.
- Ensure clients receive timely updates throughout the visa process.
- Conduct regular operational and case review meetings.
- Manage workflow and reduce processing backlogs.
- Prepare weekly operational and case status reports for senior management.
- Develop and maintain Standard Operating Procedures (SOPs), documentation checklists, and quality control processes.
- Ensure confidentiality and secure handling of all client information and documents.

### Job Benefits

**Attractive remuneration package** based on experience and industry knowledge.

### Qualifications

- Minimum **3 years of experience** in visa processing, travel documentation, visa consultancy, or a related field.
- Previous experience as a Supervisor, Team Leader, Assistant Manager, or Manager is highly preferred.
- Strong knowledge of visitor visa documentation and application procedures.
- Experience handling **European and Schengen visa applications** is a strong advantage.
- Excellent document review and analytical skills.
- Strong written and verbal communication skills in English.
- Proven leadership and team management abilities.
- Ability to manage multiple client files while meeting deadlines.
- Proficiency in Google Workspace, CRM systems, and digital document management.
- High level of professionalism, confidentiality, and attention to detail.

### Hiring organization

Lanka Talents Creations (Pvt) Ltd

### Industry

Education, Migration & Visa Consultancy

### Employment Type

Full-time

### Job Location

Battaramulla, Battaramulla

## Contacts

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