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MDV



Officer, Operations-Visa (Japanese Speaking)

Job Responsibilities

- Assist customers with visa application processing, including document verification, application submission, and related support services.
- Deliver exceptional customer service by responding to applicant enquiries in person, via email, and over the phone.
- Maintain accurate records and data entry, ensuring all applications are processed efficiently and error-free.
- Coordinate passport and document handling, including secure delivery and logistics management within required timelines.
- Ensure compliance with operational procedures, service standards, and health, safety, and environmental requirements while supporting continuous service improvement.

Requirements

- GCE O/L or equivalent educational qualification.
- Proficiency in spoken Japanese and strong verbal and written communication skills in English and Dhivehi.
- Previous experience in travel, visa processing, customer service, or hospitality industry will be a distinct advantage.
- Strong interpersonal and customer relationship skills with the ability to interact professionally with applicants from diverse backgrounds.
- Good computer literacy, including proficiency in Microsoft Office applications and data entry systems.
- Ability to work accurately under pressure while maintaining high levels of attention to detail and service quality.

Apply: careers@ttsgroup.mv **Closing Date - 14th November 2026**

www.ttsgroupmaldives.com

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