



Position Description

Job Title: Single Point of Contact (SPOC)

1. Position Overview

CGI Federal has been awarded a contract from the U.S. Department of State to implement the Global Support Strategy (GSS) program in Japan. The GSS contract will provide support services for nonimmigrant and immigrant visa operations at United States Consulates and Embassies, including but not limited to public inquiry services, appointment services, fee collection services, document delivery services and data collection services.

The Single Point of Contact (SPOC) will serve as the primary source of information, monitoring, and reporting for the country(s) assigned. The SPOC will ensure that the highest quality of customer service is being provided to our clients in the country or region of responsibility. Your consular district of responsibility is **Japan**.

2. Principal Duties and Responsibilities

- Information Services:
 - Assist with updates to the GSS website as needed and directed by the Task Order Manager.
 - Review applicable call center scripts to ensure that any and all updates are incorporated appropriately.
 - Ensure that email templates or canned responses are up to date and accurate.
 - Monitor case volume at the Call Center and Task Order Management escalation levels to ensure that all inquiries are answered within the predetermined timeframe.
 - Monitor cases and calls addressed by Call Centers and provide feedback on the accuracy of their responses. Place mystery calls as requested.
 - Manage the Interactive Voice Response (IVR) and the recordings in place by periodically reviewing the recordings to ensure they remain accurate. If updates are required, the SPOC will work with the Task Order Manager to ensure they are recorded within a reasonable timeframe.
 - Conduct onsite audits where feasible to ensure call center operations are being conducted within established guidelines.
 - Ensure reports from audit visits are maintained in Atlas via Management Record reporting.
 - Ensure audit reports of these visits are maintained in Atlas via Management Record reporting.
 - Create new canned responses as the need arises.



- Appointment Services
 - Ensure coordination with the US Embassy or Consulate on an as needed basis, for example with rescheduling due to closures, and only with prior approval from the Task Order Manager.
 - Provide training to US Embassy or Consulate Staff on appointment functionality in Atlas.

- Document Delivery Services
 - Coordination with document delivery vendors to ensure processes are followed as stipulated per the SOP.
 - Monitor document delivery incidents and ensure timely reporting on resolution.
 - Conduct onsite audits where feasible to ensure document delivery operations are being conducted within established guidelines.
 - Ensure audit reports of these visits are maintained in Atlas via Management Reporting.

- Fee Collection Services
 - Monitor daily sweep report confirmations from fee collection vendor(s) and report any discrepancies.
 - Daily reconciliation of amounts swept versus receipts created.
 - Take appropriate and necessary action in cases where amounts swept do not match the number of receipts created.
 - Escalate reconciliation issues as appropriate to the TOM and Fee Collection team.
 - Conduct onsite audits where feasible to ensure fee collection operations are being conducted within established guidelines.
 - Ensure audit reports of these visits are maintained in Atlas via Management Reporting.

- Greeter Services (Where Applicable):
 - Manage and provide leadership to the team of greeters.
 - Supervise greeter performance and time and attendance.
 - Ensure that the appropriate number of greeters are present as required.
 - Ensure that greeters are properly dressed as stipulated in the parent contract.
 - Ensure greeter equipment is in good condition to support the applicant check-in process efficiently and effectively.
 - Serve as a greeter to meet applicants for appointments when needed. This requirement necessitates the reality that the SPOC must reside in or conveniently located adjacent to an Embassy or Consulate with greeter services unless otherwise approved by management.



- Perform quarterly Fraud Prevention refresher training and ethics training with Greeters and document appropriately.
- Make weekly unannounced visits to posts in the same city and act as a greeter for 4 hours and document appropriately in Management. **Note: This requirement only applies if the SPOC lives within or geographically nearby a city with a Consular Post in their assigned Task Order that has greeters.**
- Client Coordination:
 - Coordination, visitation and communication with the U.S. Embassy or Consulate on an as needed basis with prior approval of the Task Order Manager.
 - Ensure that U.S. Embassy or Consulate personnel are adequately equipped/trained to utilize GSS services in the country or area assigned.
 - Answer questions effectively and accurately from the client within agreed upon timeframe.
 - Escalate cases as needed to the Task Order Manager.
- Reporting:
 - Communicate daily via email or teleconference with the Task Order Manager.
 - Draft and assist in the development of Weekly, Monthly, SLA, Quality, and Risk Reports.
 - Monitor Service Level Agreements or SLA metrics and report issues.
 - Draft meeting minutes covering every phone or in person conference held with service vendors or U.S. State Department personnel.
 - Report to the Task Order Manager immediately should any evidence of malfeasance or fraud be detected and assist in the implementation of CGI's fraud prevention plan. Ensure vendors comply with fraud prevention and ethics trainings.
 - Ensure any questions, concerns, or observations with any of the services listed in this document are escalated appropriately. Any questions in this escalation process should be addressed with the Task Order Manager.

3. Supervision Received

- Supervision will be provided by the Task Order Manager. However, this position requires significant ability to operate and excel independently.

4. Qualifications and Skills

- Education
 - Bachelor or Master's Degree in any relevant field (advanced degree and/or PMP preferred)



- Professional Experience
 - Five years of relevant professional experience required.
 - Experience in client relations and customer service management.
 - Call center experience valued.
 - Experience in drafting concise written reports.
 - Strong IT skills to include proficiency in MS Office (Word, Excel, Outlook, Share Point, and PowerPoint).
 - Experience using Microsoft Dynamics is preferred

- Language Skills
 - Fluency in spoken and written Japanese and English

- Interpersonal Skills
 - Ability to work independently while being part of a virtual, effective team.
 - Ability to manage multiple priorities and complete tasks/projects in accordance with established deadlines.
 - Flexibility in work hours and full availability during work week.
 - Excellent oral and written communication skills.
 - Ability to conduct research to solve problems and execute solutions.
 - High level of punctuality, work ethic and discretion.
 - Ability to build and maintain effective relationships with the client, team members, and various service vendors.

- Must be eligible and willing to obtain a security clearance at the level required for the position; RSO (Regional Security Office) Security Certification.

- For an initial clearing please send your CV and motivation letter, or any questions, to francis.duboisdevroylande@cgifederal.com