



## JOB DESCRIPTION - TRAVEL AND BOND CLEARANCE OFFICER

### IDENTIFICATION

**Position Title:** Travel and Bond Clearance Officer

**Position Number:** TSLS 09

**Reports to:** Head of Finance and Corporate Services

**Location:** Suva

**Category:** Staff

**Supervised by:** Team Leader Travel and Bond Clearance

### ORGANIZATION CONTEXT

The Tertiary Scholarships and Loans Service (TSLS) is a Statutory Institution established under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement Government funded scholarship, study loan and grant schemes. TSLS is responsible for ensuring transparent and accountable management of Government funding. In doing this, TSLS focuses on achieving demand led human capital development outcomes for Fiji.

### POSITION CONTEXT

The Travel and Bond Clearance Officer is a newly established position to assist in providing daily services to students and graduates for travel and bond clearance. The position will be part of Finance and Corporate Services and will provide support through the Team Leader Travel and Bond Clearance in managing all functions related to travel and bond clearance.

The Travel and Bond Clearance Officer will primarily be engaged in providing face to face customer service along with assisting processing travel clearance, providing account statement, bond assessment, collection in lieu of bond service and updating of student account statement. The position will also work in close collaboration with the Department of Immigration for listing and delisting students and guarantors from The Immigration Controversial List.

The position will ensure that sufficient support is provided to the students and graduates on their concerns and queries with respect to travel and bond clearance.

The Travel and Bond Clearance Officer will support the Team Leader Travel and Bond Clearance in carrying out the travel and bond clearance functions in a timely manner.

### KEY ACCOUNTABILITIES - TRAVEL AND BOND CLEARANCE OFFICER

- General Responsibility to the Head of Finance and Corporate Services for efficient Management of Travel and Bond Clearance Function
- Creating a service environment aimed at improving and providing excellent customer services for Travel and Bond Clearance.

- Receiving and attending to customers for their queries and concerns on matters relating to travel and bond clearance and account statements.
- Preparing Student Statements by verifying the Invoices and Allowances deposited during the student's Sponsorship.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Temporary Travel Release.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Bond Clearance.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Student Visa.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Graduates travelling on Work Visa.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Permanent Migration
- Review applications and assist Team Leader Travel and Bond Clearance in processing Blanket Travel Approvals for Graduates Traveling for National Duties.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Blanket Travel Approvals for Graduates working in Fiji and are Frequent Business Travelers.
- Updating of students' payment transactions on TSLs Statement Portal.
- Verifying the students' details on TSLs Statement Portal.
- Changing the status of the students from Active to Graduated/Terminated/Deceased on TSLs Statement Portal based on information received from HEI's and students.
- Liaising with the external stakeholders [Universities, Bank and Vodafone] with regards to students' transaction history.
- Upload of Student Transactions on TSLs Statement Portal.
- Upon Termination of a student's award, change the status on TSLs Statement Portal to "Terminated" and commence bond monitoring.
- Upon death of a student, change the status on TSLs Statement Portal to "Deceased" and initiate Bond Service Waiver Process.
- Issuing Statement to Students on Total Loan/Bond Amount.
- Calling and Emailing students to initiate recovery from defaulters who are on Payment Arrangements.
- Calling, Emailing and visiting Guarantors of students to initiate recovery in case of defaults on Payment Arrangements.
- Liaising with Employers on getting deduction authority signed for repayments for students paying on Study loan.
- Assist Team Leader Travel and Bond Clearance in the listing of Guarantors with Department of immigration.
- Assist Team Leader Travel and Bond Clearance in delisting of Guarantors with Department of immigration after student/graduate returns from overseas.
- Assist Team Leader Travel and Bond Clearance in processing Travel Release for the Guarantors.
- Assisting in updating Student Account statement by posting the repayments on the TSLs Statement Portal.
- Assist in reconciliation of funds received in bank account for repayments.
- Assist Team Leader Travel and Bond Clearance in initiating Legal Action against Absconders or graduates who are on payment arrangement and are continuously defaulting.
- Provide Bond Service Assessment to Students and Graduates.
- Provide Assessment for Repayment in Lieu of Bond Service to Students and Graduates.
- Answering phone calls for students queries on the statement.

- Responding to queries and concerns received through email within the specified time.
- Responding to queries and concerns received through phone calls.
- Performs related duties as assigned.

## QUALIFICATION

- Diploma in Commerce or related field.

## EXPERIENCE

- 1 - 2 years of experience, preferably in recovery or customer services field.

## ATTRIBUTES

- Communicate effectively orally and in writing.
- Establish cooperative working relationships with persons contacted in the course of performing assigned duties.
- Proven experience and working knowledge of Microsoft Word, Excel, and PowerPoint

## RENUMERATION

- **Salary Band:** 1
- **Salary Range:** \$17,475.00 - \$26,213.00

## AGREEMENT

Signatures by Supervisor and the Travel and Bond Clearance Officer imply the terms and conditions of employment contained herein are accepted, and the document forms a valid employment contract.

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_