**GLOBAL IMMIGRATION Role- French Language Skills Mandatory**

**Role and Responsibilities**

Global Immigration professionals support US Immigration Attorneys and Law Clerks execute on a raft of administrative and support tasks. You will assist senior staff and Managers across various caseworker activities to deliver exceptional client service across high volume accounts and meet SLA and KPI measures.

You will support electronic case management administration processes, as well as email communication and document drafting for Non-Immigrant and Immigrant visa application types. You will support collection and tracking of case documentation, reporting, and monitoring of status and preparation of application documentation per the protocol followed for each case type.

You will stay abreast of regulatory changes in the US/Canada immigration domain, supporting senior caseworkers, assisting attorneys and clerks in implementing necessary changes in case management and processes in a timely manner.

Tasks include:

* Petition drafting for NIV (H-1B, L-1A/L-1B, O-1, TN, E-2, E-3) and IV (PWR, ETA 9089, I-140, AOS, N-400) applications
* Drafting for specialized support letters detailing eligibility for visa classification and other immigration benefits
* Preparation and review of case documents and applications for Attorney review for filing with the appropriate government agency
* Work with attorneys/law clerks to perform intake of cases, troubleshooting issues and establishing case strategy
* Docket immigration related documents to the case management tool
* Perform daily tasks including data entry with accuracy
* Receive and validate documents submitted by assignees as per the checklist
* Assist in document review for various US case types
* Proactively support Law Clerks to monitor the progression of cases
* Contribute to ad hoc projects, including research, project management and data collection activities as required
* Ensure on time delivery on all client deliverables
* Deliver technically and administratively accurate work with minimal supervision and guidance and be accountable for your individual outcomes and their impact on the team

You are accountable for performance and strategic objectives.

* continuous performance improvement outcomes for efficiency and quality
* adherence to Organization risk management protocols
* service delivery metrics; CDP, SLA/KPI reports, client reporting, escalations, utilisation, and performance metrics reporting to the local office senior manager/partner.
* identify and pre-empt technical or process issues may impact the client or immigration formalities and associated trouble-shooting and remedial action
* identify and remediate issues and risks, direct the development of project/program status reports and metrics to meet business needs, and manage stakeholder expectations

You fulfil team leadership responsibilities for assigned team members to drive engagement and performance with a commitment to learning and development.

* counselling, goal setting, professional development activities and feedback loop responsibilities across the team
* contribute to and drive training and L&D activities across the team
* foster a positive and collaborative learning environment, and participate in wider organizational and people initiatives
* report on staffing and performance metrics for assigned team
* support recruitment and performance management responsibilities

You provide support ad hoc immigration advisory projects for engagements as they arise for Immigration policy and process review and design, Immigration program implementation and service integration, Immigration program review, assessment and design, Immigration audit coordination, HR transactions immigration impact assessments and planning support (M&A, Divestiture), speed of deployment planning and advice, workforce planning support etc.

GIobal Immigration teams run in a client service focused environment and team members have high levels of contact with EY professionals across the world, as well as contact with assignees, government agencies and immigration professionals at all levels, from different cultural and national backgrounds. Requirements to work outside of local business hours to according to clients' needs and different time zones will arise.

**Role Requirements**

**Qualification:**

Bachelor’s Degree in Human Resource, Business Administration, travel, tourism and hospitality, Commerce, Arts, Law (Immigration), French Language and Literature/Communicative English/Mass Communication & Journalism or related fields.

MBA/Masters in relevant field an advantage.

[Certificate of Acceptance of Quebec (CAQ)](https://www.bing.com/ck/a?!&&p=9abc8f613dd5478fJmltdHM9MTY4MDU2NjQwMCZpZ3VpZD0wNjcxMmU2ZS0zNDQ1LTY1YzYtMjI5Yy0zY2NkMzViMjY0YjAmaW5zaWQ9NTIyNA&ptn=3&hsh=3&fclid=06712e6e-3445-65c6-229c-3ccd35b264b0&psq=french+proficiency+levels+%2b+CaQ&u=a1aHR0cHM6Ly93d3cubWNnaWxsLmNhL2ludGVybmF0aW9uYWxzdHVkZW50cy9pbW1pZ3JhdGlvbi1kb2N1bWVudHMvZG9jdW1lbnRzL2NhcS1hcHBsaWNhdGlvbi1ndWlkZQ&ntb=1)

**Experience:**

* 1 to 5 years Canada immigration experience with demonstrated exposure to application drafting and process requirements (Labor Market impact analysis, Work permit application drafting, Work permit extension drafting)
* Working experience on French Language Proficiency
* Working exposure to INSZoom or other case management technology desirable
* Canada, US or other Consular visa application exposure considered favourably

Candidates must demonstrate:

* A strong understanding of US immigration criteria, process, and procedure
* Experience working with and supporting US Immigration Attorneys
* Experience with substantive writing, editing, and proof-reading a variety of documentation, and the ability to draft articulate and persuasive communications
* Outstanding administrative and communication skills, mature business sense, and ability to perform in a dynamic, time-sensitive environment
* Ability to manage multiple and intercultural stakeholder relationships
* Excellent analytical skills, and attention to detail
* Exposure to quality control and risk management processes
* Strong project management and people management skills.
* Experience working in a paralegal or client facing role is preferred

**What we look for:**

* We look for people with strong Language **communication and critical thinking skills** who can adapt to changing priorities and remain flexible to meet client and attorney needs, take initiative and anticipate what is required to accomplish various goals. The person must be adaptive to the team and foster collaborative approach. They must show passion and desire to learn and grow and ensure Quality and timely deliverables.
* **You have an agile, growth-oriented mindset.** What you know matters. But the right mindset is just as important in determining success. We’re looking for people who are innovative, can work in an agile way and keep pace with a rapidly changing world.
* **You are curious and purpose driven.** We’re looking for people who see opportunities instead of challenges, who ask better questions to seek better answers that build a better working world.
* **You are inclusive.** We’re looking for people who seek out and embrace diverse perspectives, who value differences, and team inclusively to build safety and trust.
* One takes **Responsibility and Ownership** to the task performed and ensure timely and accurate tracking mechanism

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