



OFFICER, HR/GOVERNMENT RELATIONS

Commencement: As Soon As Possible

Reports to: HR/Government Relations Manager

Hire Type: 12 months

Job Category: F or G, depending on experience and qualification

Job Summary:

Job holder will be expected to perform administrative and operations duties primarily in the preparations, compilations, submissions of applications for employment and dependent passes with the immigration authorities including teaching permits for teaching members and non-teaching permits for non-teaching members for all ISKL employees.

Duties:

1. Ensure all documentations submitted by an expat employee are accurate and uploaded electronically e.g. copies of passports, birth certificate, qualifications, certifications, reference letters, photos, pre-employment medical, marriage/divorce certificates, etc.
2. Ensure that all electronic records are archived electronically and uploaded into the ESD system: updated passport information, certificates, resumes, job descriptions, color photos, visa pages, qualifications and any other supporting documents and that these records are retrievable from a shared folder within the HR/Government Department at any time.
3. Based on life cycle of each case, organize, prepare and submit documentations required for the applications of obtaining teaching approvals from The Ministry of Education; employment and dependent pass applications from The Expatriate Services Division including DP 10 application with the Immigration Authority.
4. Maintain an efficient visa tracking system for both employment and dependent passes, including passport expirations notification for each members.
5. Ensure that applications with The Expatriate Services Division are processed in a timely manner.
6. Regularly check with The Ministry of Education and ESD on the status of each employment pass related applications.
7. Follow-up and ensure that international faculty and staff receive up-to-date communications relating to the status of their employment and dependent pass applications.



8. Follow-up, check and verify that all application forms are in order and ensure they are correctly completed and that the information or documentation required is submitted, and follow-up where necessary to get the required information/documentation.
9. Clean-up shared Google folder information relating to a leaving faculty member and their dependents. Move information to a leavers' folder for easy identification.
10. Maintain an effective 'bring-up' system and ensure that the Government Relations Manager is periodically provided with lists indicating when various renewals are due, in sufficient time for the applications to be submitted.
11. In the absence of the HR/Government Relations Manager, hand carry employment pass applications to The Ministry of Education including teaching permit applications and ensure that acknowledgement and/or evidential endorsement is obtained for each applications at all times.
12. Maintain an efficient filing system for all government related processes for easy reference.
13. Perform quality control inspections upon the passports received from Malaysian authorities, to include validating names, dates, and specifics. If errors are observed, rectify with appropriate authorities.
14. In the absence of the HR/Government Relations Manager, when needed, coordinate and organize faculty visit to Malaysian Immigration Putrajaya and/or ESD, Damansara.
15. Review, update and maintain expat employee using appropriate database on the expirations of passports, employment or dependent or student passes and teaching permits.
16. Assist in the application of school registration for change of Chairman and Head of School, when necessary.
17. Arrange for employment contracts to be stamped at stamping office.
18. Assist in the application for the increase of tuition fees with The Ministry of Education.
19. Administer accountability system for passports received, including use of secure storage.
20. Be attentive to regulatory changes affecting expat employees and dependents and assist in planning ISKL's response to any change, and update Government Relations Manager and Director of Human Resources without any delays.
21. Carry out any other duties as assigned by the Government Relations Manager.

Skills, knowledge, qualifications required:

1. Degree in Human Resources, Business Administration, Public Policy or its equivalent with minimum five (5) years' of working experience in a similar capacity.
2. Fluent in both spoken and written English and Bahasa Malaysia.



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3. Experienced in dealing with Immigration, Putrajaya, The Expatriate Services Division, Damansara, The Ministry of Education, Putrajaya and Department of Education, Jalan Duta.
4. Must be proficient in Microsoft Office, Google Applications and any other HRIS software related to visa tracking.
5. Ability to develop and review systems to track record of responding to administrative and/or governmental policy and procedure changes in a timely and accurate manner.
6. Have excellent interpersonal and communication skills, including experience dealing with expatriate communities, cross- cultural communications experience or training.
7. Ability to work on tight deadlines, under pressure, while still being able to provide a high level of customer service.
8. Knowledge and ability to oversee all aspects of the visa and immigration processes.
9. Ability to verify, check and process all relevant paper documents and/or electronic submissions in relation to all applications.
10. Be flexible, adaptable, multitask and work within the timelines set by ISKL leadership and government authorities.
11. Ability to build and maintain strong working relationships with employees and external governmental contacts.
12. Possess own transportation with a valid driving license.

Jan, 2019