

## **VERIFICATIONS SPECIALIST**

### **Job Description**

- Provide client care and respond to inquiries
- Analyze database for accuracy and completion
- Investigate and confirm reference credibility
- Update reference contact information within database
- Contact HR departments to obtain a comprehensive employment verification
- Contact Records Department of schools and conduct background screening services by verifying education details
- Conduct reference interviews to examine and verify applicants' general performance in their previous work
- Update database and complete verification report

### **Qualifications**

- Candidate must possess a degree in Philosophy, Social Science/Sociology/Behavioral Science , Business Studies/Administration/Management, Human Resources Management , Humanities, Liberal Arts, Psychology, Commerce, International Studies, Mass Communications, Political Science, Economics
- Degree holders of medical-related courses as well as those who completed at least 2 years in college, must have at least 1 year BPO experience
- Excellent English Communication Skills both Written and Verbal
- Typing speed of at least 35 WPM
- Willing to work in McKinley, Taguig City
- Willing to work on night shift

## **CLIENT SERVICES REPRESENTATIVE**

### **Job Description**

- Interacting with clients of various sizes, including enterprise and mid-market as well as applicants
- Responding to clients' questions and concerns primarily regarding status of order, receiving additional information as well as speaking with applicants via e-mail and phone
- Providing additional specialized services upon request for clients and internal teams
- Building relationships with specific clients
- Working closely with account managers to strategically improve account processes ·Present to clients Client Service data and recommend improvements
- Work with other members of Client Service team to service a specific book of business

### **Qualifications**

- Candidate must possess a Bachelor's/College Degree, any field or have completed at least 2 years of college/university
- At least 2 years of client relations and/or customer service work experiences is required
- Excellent English Communication Skills both Written and Verbal ·Excellent Client Service skills and able to build excellent Client Relations.
- Confidence in dealing with clients offshore
- Strong sense of urgency
- Excellent Time Management Skills
- Able to focus on multiple assignments on a given time

- Team oriented person
- Willing to work in McKinley, Taguig City
- Willing to work on night shift