



yemppo

your employees offshore



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Our Company - Founders

Michelle Fiegehen

- 🌸 CEO and Head of Yempo Nexus
- 🌸 Permanent resident of the Philippines
- 🌸 Former Division Director with Macquarie Bank
- 🌸 Developed offshore centres in Philippines and India
- 🌸 Led large, complex technical teams across the globe



Ian Parkin

- 🌸 COO and Australia based
- 🌸 Strong technical background
- 🌸 Program manager of technical aspects of complex global acquisitions
- 🌸 Led 24/7 critical operations teams in UK, Australia, USA & Asia



Our Company - Founders

“

Our vision is to deliver excellence to our clients by leveraging our cross-cultural communication and integration knowledge.

We provide robust, cost effective staffing solutions by focussing on employee empowerment, development and respect.

”

Michelle Fiegehen & Ian Parkin



Our Company - Philosophies

People Orientation

We are strongly committed to people development and providing an excellent environment for our staff. We believe that this is the key to providing excellent service to our clients and minimising the cost of attrition – knowledge loss, recruitment, retraining and the impact on morale.

Community

Our founders have made long-term personal philanthropic and community contributions and bring this to the organisational level within Yempo. We are working with the local *Barangay* (council) on opportunities to provide assistance in the form of scholarships, computer labs, or pro-bono education, whichever is most appropriate for our local community.

Country Focus

We don't believe outsourcing should be "taking jobs" from our country-folk, but allowing businesses to compete effectively to ensure their own survival. We encourage

small businesses to use outsourcing to free-up and develop their key staff for higher productivity, profitability and fulfillment. Key staff are welcome to join Yempo on short or long term engagements to assist in integration of their new multicultural team.

Development

Our years of experience in the Philippines exposed our founders to the highly talented and motivated graduate community.

We are developing a graduate program whereby low cost talent will be available on a short-medium term basis on your account in order to develop future leaders in your organisation and ours.

Management

Our management team is comprised of 50% Western talent. This is to ensure the performance and behaviours of our Filipino team meet the expectations of our clients and act as role models for Western style management. Other than this, we are a meritorious organisation with promotions and leadership opportunities never based on tenure, gender, heritage or age.



Our Company - Location



Our primary office is located in Cebu, the second largest city in the Philippines and number 8 on the Thousen top 100 outsourcing destinations. Cebu airport has over 30 flights each day to Manila, just one hour away, and the international airport offers direct flights to most Asian capitals.

Above the landscaped gardens of Oakridge Business Park in Mandaue, our air-conditioned office is highly accessible to staff, being on a major arterial road, with a nearby gym, a chapel, a supermarket, many popular restaurants plus budget local eateries. The office space per head is generous by Philippine standards and the office is capable of supporting Internet and Network connectivity that will meet differing client demands. It caters to a 24/7 operation.

Our management team sit with the staff to enable any issues to be identified quickly and our office is strictly English language only.

Separate and secure areas are available for accounts with specific needs, and the security of the site is robust, with CCTV, roaming guards and biometric scanners on the main entrance.

Our second office has recently opened att 6750 Ayala Avenue, Makati.





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Your Commitment

Your Commitment

Curiosity

We value staff who are curious, questioning and don't blindly accept the status quo. We enjoy being challenged on decisions or processes and reward staff for coming to us with improvements and solutions to problems.

Loyalty

When you work for Yempo, you are a walking advertisement for our company. We expect integrity, honesty and kindness in everything you do, at work or at home.



Your Commitment

Commitment

You will be expected to honour any commitments you make; if you say you will do something, you do it. If you hit a roadblock, you tell someone immediately. It is important that your reputation is one of reliability, consistency and dedication.

Excellence

You don't need to be a perfectionist to work at Yempo; we value people who can make pragmatic, sensible decisions. Your work will be of the highest quality as standard and you will aim to exceed your client's expectations.

Community

Teamwork is important in a successful organisation. You will communicate regularly to your clients and co-workers, and look for ways to improve existing activities. You will be encouraged to participate in building social and welfare activities to make Yempo a fun place to work, and also to ensure we are giving back to the community. Motivated self-starters who would love to take ownership of activities are highly regarded!





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Your Benefits

Your Benefits



Salary

At Yempo we provide highly competitive salaries and bonuses. You will go through a performance appraisal twice each year and will receive a bonus based on your client's satisfaction and a bonus based on your participation in the Yempo team. Increases are given annually, based on performance relative to the market.

Medical Insurance

We provide excellent medical insurance to cover you and your family.

Shifting Benefits

In addition to shift premiums, we offer a selection of benefits for staff required to work night shift to help you to maintain work life balance as it applies to your situation.



Your Benefits

Recognition

Each month we have a Yempo celebration and recognise significant achievements by individuals and teams. Certificates of recognition are taken into consideration for promotion, increases and bonuses.

Development

We take the time to get to know our staff and their aspirations, and seek opportunities to take you down the career path you are working toward. This may mean stretch targets, extra-curricular activities, mentoring, personal development training, technical training or certification.

Work Environment

Our staffing centre is the Yempo Nexus. It is a relaxed, friendly environment with snacks and drinks and regular merienda provided. Staff at all levels are treated with equal respect.





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Your Application

Your Application

There are three types of positions available at Yempo:

1. An internal position with Yempo, supporting and growing our business. These roles have specific job functions and requirements.
2. A position with a Yempo client. The client has completed a position requisition with clear mandatory and desirable skills and behaviours.
3. A position with a Yempo client where we do not yet have a completed requisition. The client will typically give us a “heads-up” that the role is coming to enable us to recruit potential candidates to speed up the recruitment process.

Your application to Yempo is similar for all types of roles.



Your Application

To be considered:

- Include your up-to-date and complete CV. Ensure the detail on the CV fits the position for which you are applying.
- A cover letter summarising why you believe you are the right person for the role. While your CV might be generic, your letter should specifically talk about your suitability for the position with Yempo.
- An application form. You will need to complete this document when you apply for a role with clear and specific functions and requirements.

Send your complete pack to careers@yempo-solutions.com



Your Application

Yempo offers competitive salaries and benefits. We do not make counter-offers – our first is our final. We respect your for making an employment decision promptly.



