

/ POSITION

VERIFICATION AGENT WITH ENGLISH AND HINDI

iCOVER specializes in Wholesale of Background Screening & Business Intelligence solutions for the global market. We are an international company with operational headquarters in Paris, backed by a network of offices worldwide, which offer strategic global reach for all your business needs.

Our expertise lies in data collection, research & verification of information, analysis and reporting. Our clients know that we are diligent, always prepared to go the extra distance to deliver compliant, accurate and timely results. Our service is dedicated, professional and reliable.

Currently, for our team in Bangalore, India, we are looking for a Background Verification Agent with the following profile:

RESPONSIBILITIES

- Acts as a verifier of verbal checks, to phone source institutions for verifications or as a data check processor using her / his language competences
- Perform verbal checks by contacting different sources by phone and email;
- Entering data in the company's CRM System;
- Respond to any escalations that might come from a client.;
- Maintain a high level of customer satisfaction;
- Follow high company standards and meet deadlines.
- Works on queue of assigned data checks or verbal verification checks
- Researches / reviews / monitors all cases assigned

- Works with Operations to ensure that correct language templates are used
- Sends verification emails with correct language usage
- Makes sure the appropriate standard wording is used for the specific cases
- Monitors workloads to ensure there are no delays and escalates any delay issues

REQUIREMENTS

- Excellent or Native level of Hindi (written and verbal);
- High level of fluency in English
- Fluency in a third language will be a great advantage;
- Strong communication skills, both written and verbal;
- Excellent time-management skills;
- Problem-solving and quality-oriented attitude;
- Experience in the field of customer support will be an advantage.

WHAT'S IN IT FOR YOU

- Engaging job at a multinational company;
- Excellent remuneration package and work-life balance;
- A fun and interactive bonus scheme;
- Dynamic work environment and an enthusiastic team
- Health Insurance;
- Food Cards
- Standard working hours
- OLA Corporate Cabs

If you think that you have what it takes to be a Verification Agent, please send your application to Tracy Anthony Fernandez at: tfernandez@i-covereurope.com

Notice: by submitting your application for this position, you acknowledge that in the event you have been selected to work for iCOVER, we shall be entitled to perform an appropriate background investigation by verifying the information presented in your application, specifically but without limitation, verification of prior employment and verification of education. You further acknowledge that such verification is required due to the specificities of iCOVER's scope of business and our internal security policies and rules. The lawful provision, collection and processing of your personal data is necessary for the purposes of the legitimate interests pursued by iCOVER and the provided data will be processed in strict accordance with the applicable personal data protection legislation.