

/ POSITION

QUALITY SPECIALIST

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 Sofia, we are looking for a Quality Specialist with the following profile:

RESPONSIBILITIES

- Makes suggestions to improve the existing quality procedures and to implement new ones;
- Provides help with the processes related to the quality procedures, created in the Company;
- Works closely with Operations Team, following all the established job-related procedures;
- Monitors all verification cases and data work to ensure that all the rules and established procedures are being maintained;
- Acts as a coordinating point, taking part in different aspects of the work-related issues;
- Makes research and review of the agents' work;
- Monitors the progress of the cases that are assigned on queue;
- Makes effective, full and precise review of the work of the agents and provides them with sufficient feedback;
- Organizes training and re-training on the quality procedures and guidelines, schedules meetings in order to explain processes and to discuss errors;
- Spot checks outgoing emails for correct language usage;
- Monitors workloads to ensure there are no delays and escalates any delay

issues;

- Acts as a subject matter expert;

REQUIREMENTS

- Excellent command of written and spoken English;
- Proficient level of Italian, Spanish, German or another;
- Analytical, and data mining skills; excellent Internet research knowledge;
- Strong communication skills, both written and verbal;
- Excellent time-management skills;
- Problem-solving and quality-oriented attitude;

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
- Class A office in the central district;
- Additional Health Insurance;
- Food Vouchers;
- Standard working hours;
- Multisport Card.

If you think that you have what it takes to be a Quality Specialist, please send your application to Metodi Rusinov at:

mrusinov@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.