



Job Description

iCOVER

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, we are looking for a:

Verification Processing Agent

The Verification processing agent (VPA) will verify information with the purpose of effective and quality-oriented procedure of background screening. The verification processing agent will communicate via oral and written correspondence with various employment and education sources and obtain information regarding candidates' previous and current activities. The VPA needs to be able to proactively organize and manage workloads according to Company needs.

Requirements

- Excellent command of English.
- Technical skills (Word, Excel, PowerPoint, Internet research, internal & external databases).
- Personality competencies: analytical thinking, attention to detail, excellent time management.
- Problem-solving and quality-oriented attitude.
- Ability to work with different people/institutions and exhibit diplomacy when it is needed.
- Ready to adapt to potential changes.
- Focused and serious approach to work.
- Experience in the field of customer support will be an advantage.

Responsibilities:

- Acts as a verifier of background checks, to phone source institutions for verifications or as a processor using her/his language competencies.
- Works on several assigned background checks or data verification checks.
- Makes research and review of the cases.
- Monitors the progress of the cases that are assigned on queue.
- Conducts research in new and existing countries.
- Reviews process for existing countries and participates in the processes built for new countries.
- Works with Operations to ensure that correct language templates are used.
- Ensures correct use and availability of standard and client specific templates. Checks that templates match product specification.
- Spot checks outgoing emails for correct language usage.
- Makes sure the appropriate standard wording is used for the specific cases.
- Participates in additional job-related projects under the supervision of the Team leader and other members of the Operation team.
- Acts as a researcher - makes sure meeting the deadlines according to the procedures.
- Monitor's workloads to ensure there are no delays and escalates any delay issues.
- Helps resolve training and/or process issues.
- Daily communication with varying Sources in a variety of locations, using a different approach, corresponding to the process.
- Using the language competencies to maintain permanent sources for more effective communication and dealing with cases.
- Respects Clients Service Level Agreements always.

What is in it for you:

- Fun and dynamic team
- Excellent remuneration package and work-life balance
- Flexible working hours
- Food vouchers
- Medical insurance
- Transportation facility.
- Monthly bonus scheme
- "Bring a friend" bonus model.
- Awesome class A office

Interested?

Send your CV and Cover letter to: schavan@icover-services.com