



# 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 Mexico we are looking for a:

### **Delivery Processing Agent**

with the following profile:

#### **Requirements**

- No experience needed, but 1 year experience would be a plus.
- Excellent level of English /written and spoken/.
- Good command of a third relevant language to the region (Portuguese / French).
- University degree in Business Administration, International Relations, or related.
- Technical skills (Word, Excel, PowerPoint, Internet research, internal & external databases).
- Excellent interpersonal, verbal, and written communication skills.
- Very good time-management skills and ability to prioritize in a fast moving, constantly changing environment.
- Problem-solving and quality-oriented attitude.
- Attentive to details.
- Experience in the field of customer support.

#### **Responsibilities**

- Acts as a verifier of PIS and STC checks using her / his language competences.
- Works on queue of assigned PIS and STC 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 template match product specifications.
- Spot checks outgoing emails for 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
- Acts as a PIS and STC researcher - makes sure meeting the deadlines according to the procedures.
- Helps resolve training and/or process issues.
- Respects Clients Service Level Agreements always.
- Daily communication with varying Sources in a variety of locations, using different approaches, corresponding to the process.
- Using the language competencies in order to maintain permanent sources for more effective communication and dealing with cases.
- Obtaining full and precise information by sources, following all the procedures related to the quality of the role.
- Makes suggestions, implements new ideas, helps solving problematic cases.
- Maintain an environment oriented to trust, open communication, creative thinking and cohesive team efforts.
- Participates in additional job-related projects under the supervision of the Team leader and other members of the operation team.
- Participates in organized meetings to control quality and effective processing.
- Any other activities assigned by the direct supervisor in compliance with the applicable legal requirements.

### **What's in it for you:**

- Fun and dynamic team.
- Excellent remuneration package and work-life balance.
- Food vouchers.
- Additional medical insurance.
- Additional paid leave.

### **Interested?**

**Send your CV and Cover letter to: [amartinez@icover-services.com](mailto:amartinez@icover-services.com)**