

Candidate Relationship Specialist

Location: Priory Business Park, Bedford

Salary: £17,500 - £18,5000

Hours: Full Time and Part Time Available

The Company:

Verifile, is a leading provider of global CV certification and background screening services. At the heart of Verifile's success is our multi-national, multi-cultural, multi-lingual team, who carry out accurate background checks on candidates to enable our clients to make informed and rewarding long-term recruitment decisions.

Job Responsibilities:

The Candidate Relationship Specialist provides guidance and support to candidates completing their Verifile background screening forms; therefore, a confident and articulate person who enjoys providing excellent customer service to a diverse range of individuals would fit well in the role.

Day to day activities:

- Conduct "courtesy" phone-calls to candidates commencing their online screening process and introduce and explain what they can expect
- Receive and respond to incoming enquiries from candidates
- Provide basic level IT support to candidates around completing the online screening form and troubleshoot any difficulties experienced with the Verifile system
- Carefully analyse completed screening forms in order to identify further information that may be required of the candidate
- Check information provided by candidates is in accordance with client policy
- Identify the need for and order new background checks for candidates when appropriate
- Record all correspondence with candidates to ensure that accurate and comprehensive information sharing is facilitated across the Verifile teams

Essential Skills and Experience

- Previous customer service experience
- Highly proficient in the following areas: analytical, organisational and interpersonal skills
- Excellent attention to detail
- Can record information quickly and accurately
- Able to trouble shoot and think outside the box
- Team player
- Decent typing speed and data entry skills
- Accurate note-taking skills
- Must be proficient around using email, the internet and Microsoft Office

The Rewards:

We are pleased to be able to offer our employees a wide range of facilities/services which help to provide a stimulating working environment:

- A diverse international community
- A stimulating, knowledge-based environment
- On-site refreshment facilities including beans-to-cup coffee machines

- Company treats and events every month
- Employees led charity events
- Big company Christmas party and other seasonal treats
- Green open space with outdoor seating
- Environmentally friendly policies
- Free car parking
- Modern, spacious offices with air conditioning

Core Benefits:

- A competitive salary which will be reviewed annually.
- 23 days paid holiday plus Bank Holiday, increasing to 25 days after 2 years of service.
- Pension scheme (Auto-Enrolment).
- Exclusive perks and big discounts through Perkbox.

Additional Benefits

- A super service reward scheme for 1 year, 3 years, 5 years, 10 years and even beyond. You can expect to choose from extra holidays, shopping and theatre vouchers, cleaner and gardener for a year and many other rewards.
- To celebrate 1 year service you and a guest will be treated to a 3 course meal at a top local restaurant.
- Employee referral scheme: receive £1,000 for introducing a new employee!
- Summer and Christmas events.

Diversity

Through diversity, we aim to create a culture in which everyone can work together harmoniously with dignity and respect and realise their full potential.

* Please be made aware a full pre-employment background check is required for this position.

** This ad is not intended to discriminate in anyway