

## Client Relationship Specialist

**Location:** Priory Business Park, Bedford

**Salary:** £18,500 - £19,500

**Hours:** Full time

### The Company

Verifile is the UK's leading provider of CV verification and background screening services. We carry out accurate background checks on candidates to enable our clients to make informed and rewarding long-term recruitment decisions.

### Key responsibilities:

The Client Relationship Specialist is responsible for liaising with Verifile's clients, ensuring that the background screening of their candidates is carried out efficiently and accurately.

As the client's primary point of contact within Verifile, you will use your excellent communication skills to guide them through the online screening process and deliver exemplary customer service.

The ability to build effective working rapport with clients and communicate information accurately is therefore essential to this role, and you will also be able to offer advice to clients regarding the Verifile's background checks most appropriate to their needs. .

### Day to day this person will:

- Email new clients explaining the Verifile background screening process
- Receive and respond to enquiries from clients (via email and the telephone)
- Carefully check online screening forms and notes recorded by all Verifile teams in order to ensure that clients are only chased for necessary information
- Proactively chase clients for any further information required of their candidates in a professional and tactful manner
- Obtain the relevant information from clients and communicate this to other Verifile teams
- Ensure that clients have a good understanding of the complexities involved in the background screening process
- Update clients on progress made with their screening orders
- Use Excel spreadsheets to produce reports on online screening orders and highlight any further information required
- Ensure that the clients have ordered the background checks most appropriate to their needs, and amend orders if necessary
- Accurately record all communication with clients in order to facilitate effective information sharing across the Verifile teams

### Essential skills/experience:

- Customer service experience
- Excellent organisation skills
- Confident and professional phone manner
- Excellent attention to detail
- Initiative and problem solving skills
- Proactive
- Team player
- Good typing speed
- Good computer skills with experience of using email and the internet

### **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