



# 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 Sofia, we are looking for a:

### **Verification Supervisor (Maternity cover)**

The Verification Supervisor will manage the workflow in part of the Source-to-contact (STC) Delivery Team and monitor the execution of work- related procedures with the purposes of effective result-oriented background screening processes and data analysis. The supervisor will lead of team of 11 Verification processing agents who communicate via oral and written correspondence with various employment and education sources and obtain information regarding candidates' previous and current activities. The position is planned for one year.

#### **Responsibilities**

- Monitors the work of all verification agents, freelancers, and vendors, to ensure that all the rules and established procedures are being maintained.
- Allocates working tasks amongst SMEs and verification agents on a daily basis.
- Monitors workloads to ensure there are no delays or issues.
- Assists and works with Quality team and Source Manager to improve process efficiency.
- Ensures that all the cases are being processed on time and following the client specific templates that match product specifications.
- Ensures that SMEs and Agents receive full support in their work.
- Elaborates key performance indicators and ensures implementation and control.
- Implements new ideas and processes in the most appropriate and precise way.
- Ensures that new joiners become familiar with all systems and operating procedures.
- Ensures regular feedback sessions between the SMEs and Agents.
- Makes all the necessary evaluations and appraisals to all SMEs and Verifications agents when necessary.
- Respects Clients Service Level Agreements at all times.

## Requirements

- Excellent command of English written and spoken;
- Experience in people management role for 1 year or more;
- Technical skills (Word, Excel, PowerPoint, Internet research, internal & external databases);
- Excellent communicator with proactive attitude;
- Analytical thinking and willing to help, receive and provide feedback;
- 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;
- Managerial skills and ability to work with different people;

## What's in it for you

- Fun and dynamic team;
- Excellent remuneration package and work-life balance;
- Additional paid leave;
- Flexible working hours;
- Food vouchers;
- Additional medical insurance;
- Public transportation allowance;
- Monthly bonus scheme;
- Multisport discount;
- "Bring a friend" bonus model;
- Awesome class A office.

## Interested?

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