



# 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:

### Data Processing Agent

The Data Processing Agent (DPA) will verify information with the purpose of effective and quality-oriented procedure of background screening. The DPA should communicate via oral and written correspondence with various Employment and Education Sources, obtain information regarding Candidates previous and current activities. The agent needs to be able to proactively organize and manage workloads according to Company needs.

#### Requirements

- Excellent command of English language
- Additional language knowledge will be considered as an advantage
- 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 PIS checks using her / his language competences
- Works on queue of assigned PIS 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 specifications.
- 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 researcher - makes sure meeting the deadlines according to the procedures
- Helps resolve training and/or process issues
- Respects Clients Service Level Agreements at all times
- Daily communication with varying Sources in a variety of locations, using different approach, corresponding to the process
- Using the language competences 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

### 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: [vstoynovska@icover-services.com](mailto:vstoynovska@icover-services.com)