

## Customer Advisor Position in Employment Screening Services

Join our dynamic team in Hertfordshire as a full-time Customer Advisor at the forefront of employment screening services. As a leading provider in the UK and worldwide, our company is seeking individuals to become integral members of our screening department. This role involves mastering all aspects of completing candidate screening files. Joining our diverse and vibrant team presents a rewarding opportunity with the potential for career progression for dedicated individuals who demonstrate commitment to the company.

We are looking for an individual with prior office-based experience and exceptional customer service and communication abilities.

- Full Time – Mon - Fri
- Location: Harpenden, Hertfordshire

### Key Responsibilities and Duties Include:

- Adhering to all departmental procedures
- Providing candidate/client support through telephone and email communication
- Securing employment references via telephone from both UK and international companies
- Ensuring the timely execution of all daily employment screening tasks
- Conducting data analysis and research
- Processing checks including financial and criminal records through our specialised systems
- Managing and safeguarding confidential documents and files
- Analysing and scrutinizing data provided by candidates

### Essential requirements:

- Fluent in spoken and written English
- Good customer service with a polite and professional telephone manner
- You will be computer literate; a knowledge of Word and Excel will be an advantage
- Excellent organisational skills and good attention to detail
- Approachable, Hard Working, Credible, Flexible
- Honesty, integrity and discretion are an absolute must.
- Team Player

### Why apply for this position?

- Fun and vibrant office environment
- Rapidly expanding company
- Pension Scheme
- Competitive salary
- Good location with easy access to London
- Strong team ethic
- 2 days of flexitime per month
- Free Car Parking