

Company Name – Hikinex Powered by Elevate International Inc

Company Background – Business Processing Outsourcing

HIKINEX is a multi-channel outsourcing and support service. We are an all-in-one conceivable business support solution, providing an on-demand workforce to busy professionals and small businesses. Our team is comprised of experienced business professionals in diverse disciplines: recruiting, project management, data analysis, sales development, finance & accounting, marketing, general administration.

We use a blended approach of both US and offshore resources to provide low-cost but comprehensive business solutions. We strive to provide the ultimate convenience and dependability for growing businesses.

We are a bespoke service provider and our hybrid approach uses an onshore and offshore model to design your dream office team. With the ability to cross verticals, HIKINEX can plug into your business where and when you need through your business lifecycle. All our employees are full-time staff, highly educated, and work with you from our secure locations. HIKINEX is focused on providing you the resources and flexibility to help you scale your business to meet your growth and profit goals.

Job Vacancies – Data Analyst, Marketing Specialist, HR Manager, Sales Account Executive and Voice Transcriptionist

Job Descriptions

Data Analyst

- Import and export data from databases.
- Convert data between various file formats. This can involve data repair/manipulations/conversions
- Demonstrated problem solving skills to assist with continued development of efficient and cost-effective processes and related documentation.
- Strong communication skills. Written and Spoken English.
- Pro-active with proven experience in effectively managing competing demands and multiple projects.
- Remain educated on changes in e-Discovery standards, discovery statutes, and technologies.
- Working knowledge of data collection, data storage, and chain of custody best practices.
- Preferred but not required: Experience with a wide range of document review and processing platforms such as Relativity, Ipro, Nuix, LAW PreDiscovery, Concordance, and Summation, as well as other eDiscovery data processing tools and applications.

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Marketing Specialist

The Marketing Specialist will be working with the U.S. office closely to execute both internal and external marketing related projects.

Responsibilities:

- Create engaging campaigns and content across social media outlet, blogs and online communities as needed to support company and client deliverables.
- Work closely with company executives to assist in developing/creating marketing content with minor supervision.
- Work closely with all members of the marketing team on the creation and maintenance of content for the company website.
- Perform ongoing keyword discovery, expansion and optimization.
- Drive traffic to website using a variety of methods and enhance website copy and landing pages to improve search engine rankings
- Execute content A/B testing, collect and analyze data and results
- Ensure creative marketing materials undergo regular review and adhere to brand guidelines

Requirements:

- 3+ years of experience in a marketing role
- Excellent creative writing ability
- Proven experience in social media and marketing content generation
- Attention to correct grammar, and spelling
- Ability to perform in-depth market/industry research independently
- Ability to think strategically as well as tactically
- Familiar with SEO
- Strong attention to detail, flexibility with changing priorities and strong multi-tasking skill
- Ability to meet deadlines and follow guidelines
- Able to communicate effectively with U.S marketing team
- Can work in a multi-cultural environment
- Applicants must be willing to work in Ortigas Center

HR Manager

- Maintains the work structure by updating job requirements and job descriptions for all positions.
- Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Prepares employees for assignments by establishing and conducting orientation and training programs.

- Maintains a pay plan by conducting periodic pay surveys; scheduling and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.
- Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.
- Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends; recommending benefit programs to management; directing the processing of benefit claims; obtaining and evaluating benefit contract bids; awarding benefit contracts; designing and conducting educational programs on benefit programs.
- Ensures legal compliance by monitoring and implementing applicable human resource requirements; conducting investigations; maintaining records; representing the organization at hearings.
- Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records (e.g. 201 files)
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Completes human resource operational requirements by scheduling and assigning employees; following up on work results.
- Maintains human resource staff by recruiting, selecting, orienting, and training employees.
- Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Contributes to team effort by accomplishing related results as needed.

Human Resources Manager Skills and Qualifications:

- Hiring
- Human Resources Management
- Benefits Administration
- Performance Management
- Communication Processes
- Compensation and Wage Structure
- Supports Diversity
- Classifying Employees
- Employment Law
- Organization

Sales Account Executive

HIKINEX is looking to redefine the CX and Sales Support BPO industry. We are looking to leverage our BPIHI (Business Process Human Integrated Intelligence). We are looking to build professionals who can operate at an extremely high business level and enjoy challenge and reward-based work environments and incentives.

We are looking for a dynamic, high-performing Account Rep with experience communicating in English in a business context. The candidate will be working directly with Senior Leadership in the United States and be an integral part of the HIKINEX growth and Outsourced Sales Department. This Sales Account Position will be responsible for full cycle selling from appointment setting, proposal writing, account management, and closing. All work will be performed via phone, by email, and via web-based presentation tools. You will be responsible for managing a client book and proactively reaching out to ensure client satisfaction/retention while continuously hunting and closing new business. Additionally, you may work on client engagements for shorter campaign periods. The ideal candidate has an excellent command of the English language and has experience working with U.S. based companies in customer Service or sales environments.

We WILL TRAIN the right candidates. NO SALES Experience is necessary, but candidate must be comfortable self-motivating and addressing rejection.

Has a history of bringing on new business and hitting sales quotas and loves the challenges that come with outbound prospecting in a competitive market.

DUTIES & RESPONSIBILITIES

- Manage the entire sales cycle from finding a client to securing a deal
- Unearth new sales opportunities through networking and turn them into long term partnerships
- Present products and services to prospective clients
- Provide professional after-sales support to enhance the customers' dedication
- Remain in frequent contact with the clients in your responsibility to understand their needs
- Respond to complaints and resolve issues aiming to customer contentment and the preservation of the company's reputation
- Negotiate agreements and keep records of sales and data
- Communicate positively with customers and team members
- Collaborate effectively in sharing best practices and innovating existing processes to improve customer experience
- Adhere to company policies and work standards

RECOMMENDED SKILLS:

- Excellent communication/presentation skills and ability to build relationships
- Excellent Business Level English Skills
- Organizational and time-management skills
- Enthusiastic and passionate
- Detail oriented with a strong ability to work in a fast-paced environment
- Excellent ability to pick up new technology quickly
- Willing to work during weekends/holidays
- Willing to work rotating shifts
- Willing to work in Ortigas Center (Pasig City) or BGC (Taguig City) area

Voice Transcriptionist

Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES TO PERFORM THIS JOB SUCCESSFULLY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Utilizes dictation equipment, computer, and/or word processor to transcribe letters, medical/legal reports, or other projects assigned in a timely and accurate manner.
- Maintains a current list of reports transcribed on a daily basis.
- Prioritizes work according to importance of report or physician needs.
- Recognizes, interprets, and evaluates inconsistencies and discrepancies in medical dictation and appropriately edits, revises, and clarifies them without altering the meaning of the dictation or changing the dictator's style.
- Recognizes and reports any problems, errors and discrepancies in dictation and/or examinee records that cannot be easily corrected to the Transcription Supervisor for review.
- Return dictated reports in printed or electronic form to the Quality Assurance Department.
- Maintains current letterhead and signature blocks, updating information when required.
- Ensures all dictation meets company standards of quality and is completed within the established timelines.
- Maintains dictation equipment regularly and reports any necessary repairs to management.
- Participates in various educational and or training activities as required.
- Perform other duties as assigned.

Qualifications

- EDUCATION AND/OR EXPERIENCE
- High school diploma or equivalent.
- A minimum of one to two years of college or trade school training for medical transcriptionist recommended.
- One year on the job experience within a medical or legal office preferred.
- Must have adequate knowledge of medical terminology, anatomy and physiology, medications and laboratory values.
- Must possess in-depth knowledge of medical transcription guidelines and practices and utilize professional reference materials as needed.
- Must be able to transcribe and proofread medical dictation from originators with various accents, dialects and dictations styles.
- Must possess excellent skills in English usage, grammar, punctuation and style.
- Must be a qualified typist with a minimum of 150 lines per hour or 75 W.P.M.
- Must be able to maintain a quality assurance accuracy of 99%.
- Ability to operate dictation equipment, general computer, fax, copier, scanner, and telephone
- Must be knowledgeable of multiple software programs, including but not limited to Microsoft Word, Excel, Outlook, and the Internet.
- Ability to follow instructions and respond to managements' directions accurately.
- Demonstrates exceptional accuracy and thoroughness. Looks for ways to improve and promote quality and monitors own work to ensure quality is met.
- Demonstrates exceptional communication skills by conveying necessary information accurately, listening effectively and asking questions where clarification is needed.

- Must be able to work independently with minimal supervision, prioritize work activities and use time efficiently.
- Must be able to maintain confidentiality.
- Must be able to demonstrate and promote a positive team -oriented environment.
- Must be able to stay focused and concentrate under normal or heavy distractions.
- Must be able to work well under pressure and or stressful conditions.
- Must possess the ability to manage and change, delays, or unexpected events appropriately.
- Demonstrates reliability and abides by the company attendance policy.
- Must maintain a professional and clean appearance at all times consistent with company standards.

Qualifications – Please refer to the job descriptions

Contact Details:

Recruitment Hotline – 0917 634 3216

Veronica Yalung (Recruitment Supervisor) – 0917 505 2199

Suzy Clark (Associate Recruiter) – 0917 326 5363