

# Recruitment Coordinator

## The Role

We are currently hiring Recruitment Coordinators to be part of our Talent Delivery Center in Manila, BGC and supporting our business and clients across different markets.

You will be tasked with providing high-quality administrative, process management and reporting support to the Leaders and team in order to assist the execution of talent acquisition engagements. In addition, you'll act as the "go to person" for your team and assist in the smooth functioning of office operations as required.

This role will give broad exposure and training in recruitment fundamentals and is an excellent starting point for someone interested in growing a career within Talent Acquisition.

### Key responsibilities include, but not limited to:

- Coordinating interview process with consultants
- Background and reference checking
- Managing candidate enquiries
- Database management and ensuring system integrity at all times
- Supporting clients across assessment centers
- General administrative support including; scheduling, diary management, coordinating travel and expenses

### Skills & Experience

You are a highly motivated individual who takes pride in their job and is fully committed to delivering the best work possible. If you recently graduated from a top university or have successfully completed 1-2 years of work experience in an administrative role including data entry and report writing and are now looking to join a global leading talent management firm, then we would like to speak with you.

This role would suit an upbeat and enthusiastic person who is proactive and enjoys variety. Strong detail orientation and research capability will be vital, as well as the ability to multitask and manage conflicting priorities and deadlines. Excellent English communication skills (written and verbal) as well as strong skills in MS Excel are essential.

This is an excellent opportunity for someone looking for a career path within talent acquisition. You will be part of a pioneer team where you will get broad exposure to working with multinational clients across global markets. Excellent training and career opportunities are available.

# Sourcing Specialist

## The Role

We are seeking Sourcing Specialists to be part of our team within our Talent Delivery Center and support our business and clients around the world. This is an exciting and challenging opportunity available for a junior to mid-level Recruitment professional to join a global talent management firm and be responsible for talent pipe lining and management of talent pools. Using your exceptional recruitment skills and working closely with the Recruitment Supervisors, you will develop and execute a multi-channel approach, utilizing direct and indirect sourcing channels, developing talent communities, researching and speaking to the best candidates.

This role provides the opportunity to create and manage sourcing innovation through tools such as social media, LinkedIn, market mapping, networking, managing targeted campaigns and referral programs. Additionally, this role focuses on the provision of high touch candidate relationship management and the proactive marketing of potential talent to clients in your assigned market.

## Skills & Experience

You are a highly motivated individual who takes pride in their job and is fully committed to delivering the best work possible. Degree qualified with exceptional English communication skills (written and verbal), you will have 2 – 5 years proven experience in a recruitment, talent sourcing/research or recruitment administrator role ideally within an outbound or a similar environment.

A confident and inquisitive individual, you are excited about speaking to different people from around the world, and your ability to build strong relationships will ensure you are successful in maintaining and building a strong talent pipeline to ensure your success.

Being highly adaptable, you embrace change and are continuously improving your processes. To work with us you will need to have an entrepreneurial spirit, a passion for sourcing or research, and a commitment to innovation and best practice.

This is an excellent opportunity for someone looking for the next step in their talent acquisition career. You will be part of a pioneer team and get broad exposure to working with multinational clients across global markets and work with experts in the talent management sector. On-going training and clear career progression available.

# Career Care Specialist

## The Role

This role will specifically support the Korn Ferry Advance line of business. Launched in 2017, Korn Ferry Advance is a service designed to help individual professionals reach their career goals. With the help of Korn Ferry Advance's career advisors and technology tools, professionals can strategize their next move, optimize their resume, and proactively manage their careers. Visit [www.kfadvance.com](http://www.kfadvance.com) to learn more.

## Primary Functions

Manage and support Korn Ferry clients and members with their career needs, utilizing our resources, tools and expertise. Support our internal coaches with their direct client and member work.

## Essential Duties and Responsibilities

- Communicate with potential and existing clients through phone calls, online chat, emails, physical mail, and other channels.
- Resolve problems by clarifying the customer issue; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Utilize our career coaching resources, tools, and experts to provide advice and guidance to clients and members around their personal careers
- Support internal career coaches with their client and member work
- Keep records of customer interactions, process customer accounts and file documents
- Assist with placement of orders or exchanges
- Recommend potential improvements and new products to management by collecting customer information and understanding customer needs
- Advise on overall company information
- Troubleshoot and help members with technical problems

# Operations and Client Support Analyst

## The Role

The main purpose of this role is to deliver a high-quality customer experience across online reward, engagement and leadership and talent business.

The Operations Support Analyst will collaborate and work closely with global clients to coordinate collection of their pay and benefits data, administer employee engagement and multi-rater survey projects, including 360-degree feedback, learning agility, high potential and succession management, and assessment solution projects. This includes:

- Educating and guiding clients through the survey process, establishing timelines linked to our service level agreements, customization, and communication pieces
- Setting up the programs and associated survey instruments
- Management and upload of client participant data files
- Monitoring data collection levels and rater registration
- Performing standard statistical analysis of client data in the generation and delivery of client reports
- Organizing program timelines with internal and external clients and notifying them of progress as necessary
- Compliance to protocols and incorporate best practice processes while proactively identifying problems associated with programs
- Make decisions on how best to serve our clients and escalate issues when necessary
- Work with manager and team members to develop best practices and improve processes

This includes:

- Answers calls within time guidelines.
- Monitors and responds to help desk mail box within 24 hours.
- Analyzes and interprets client questions to determine the problem and solve it.
- Improve customer satisfaction through delivery of excellent support
- Support other team members in busy times or absences so that customers are dealt with in a timely manner; that bottlenecks or gaps are removed and that the customer is the first consideration.
- Other duties as assigned

## Experience & Other Qualifications:

### General

- Associates or BA degree in technical discipline or equivalent experience
- At least 1 year's professional experience in a corporate setting is desired
- Organisational skills including the ability to multi-task, prioritize/plan activities without supervision and review & improve work processes/ practices
- High level of accuracy and attention to detail, superior analytical and troubleshooting skills
- Must have excellent written and oral communication skills in English
- Strong computer skills, particularly Microsoft Excel, PowerPoint and Outlook
- Experience with www browser technology, including Microsoft Internet Explorer, Chrome and Firefox
- Operations or systems management experience a plus

- Ability to quickly learn and understand basics of new technologies
- Ability to work effectively both independently, and as part of cross-functional team while maintaining a good attitude under pressure

#### Client Support

- Business Support/ Customer Service experience for web-based applications highly desired
- Phone support experience highly desired
- Cultural and language sensitivity in dealing with customers whose first language is not English
- Building rapport and dealing with a wide range of people in a friendly and professional manner
- A desire and ability to develop a good understanding of the range of Korn Ferry Hay Group products and services and their applications.
- Ability to question and probe to obtain the information needed to resolve queries
- Experience using a customer case tracking system highly desired.
- Demonstrated track record of customer service delivery to a high standard
- Excellent customer relationship skills

# Team Leader

## The Role

We have an exciting opportunity available for an experienced Team Leader or Recruitment Supervisor to take on a challenging leadership role within our pioneer global service centre. In this role you will oversee a team of Sourcing Specialists and Recruitment Coordinators who are responsible for administrative support and sourcing top quality candidates for our business and key clients across the APAC, European and North American markets. A confident communicator and leader within a recruitment or outbound calling environment, you will help the team to develop and execute innovative sourcing strategies and manage global talent pools.

You will be involved in hiring, training and mentoring staff and will play an instrumental role in driving and leading their success, ensuring they are motivated to achieve their goals.

## Skills & Experience

You are a highly motivated individual who takes pride in their job and is fully committed to delivering the best work possible and leading from the front. You will have at least 6 years' experience in a hands-on recruitment role with a highly developed knowledge of sourcing and interviewing, or as a team leader with in-depth knowledge of an outbound service centre environment.

A confident and inquisitive individual, you are excited about speaking to different people from around the world and your ability to build strong relationships will ensure you are successful in coaching your team to maintain and build strong talent pipelines at a global level.

Passionate about talent acquisition and delivering exceptional candidate experience, you are also able to clearly prioritize your workload and that of others. Your experience in an account management or recruiting role with leadership and team management experience will be highly regarded.

**Experience in IT recruitment, resource planning, performance management and analytics is preferred.**

This is an excellent opportunity for someone looking for the next step in their talent acquisition career. Not only will you be part of a pioneer team and get broad exposure to working with multinational clients across global markets, but you will be trained and coached by experts within the talent management sector. Clear career progression and global mobility opportunities are available.