

JOB DESCRIPTION

Conducts thorough review of reports prepared by other operations personnel and finalizes the reports thereof. Also prepares and provides either initial, supplementary or complete/ final reports to clients. Ensures that no complaints shall be received from the clients and that the deliverables committed to clients are well met. The standard contents and format/ design of the report are followed taking into consideration client's requirements. Acts as the operations contact person with client for matters relating to reports including submission, follow up and conformity with the requirements of clients. Coordinates with marketing and other personnel to ensure client satisfaction.

Job Details

1. Acts as the point of contact (POC) with clients in relation to operation matters.
2. Prepares and finalizes business reports to include employment verification report, address verification report, trade checking report, consumer credit report and related reports.
3. Addresses concern/s and inquiries of the clients and ensures they are attended promptly and accurately.
4. Coordinates with the operations, marketing and other concerned departments in ensuring the terms of the contract are followed.
5. Reviews and/ or quality checks the reports before submission to the clients.
6. Ensure that reports submitted are free from errors especially material ones.
7. Coordinates with the preparer of the report/s. Provides clear instructions and guidance to the preparer of the report/s.
8. Attends meeting with clients if requested.
9. Maintains harmonious relationship with clients. Continue to strive better relations with clients by providing them with excellent service.
10. Other tasks related to the job.

Job Expectations

1. Knows the company's products and services.
2. Can meet deadlines.
3. Gives accurate and timely information.
4. Versatile in performing duties and responsibilities.
5. Can perform duties efficiently and effectively even under pressure.
6. Well versed in composing business letters and other correspondences.
7. Can adapt easily to new business procedures and computer programs.
8. Attention to detail.
9. Has self confidence in dealing with other people.
10. Can devote extra time.
11. Ability to maintain a harmonious relationship with clients.
12. Ability to spot probable/impending problems that may arise and inform superior at one.
13. Good communication skills, public relations and dependable.

Application

Email your resume/CV to careers@infocreditsolutions.net to apply for this position.