



Job Title: Verification Specialist

Department: Operations

Supervisor: Operations Manager / Verifications Manager

Location: 100% Remote

Core Value Summary:

As an AccuSource staff member it is important that you embrace our company core values:

- ALL-In!
 - “All-In” means we are always a team player, working toward the betterment of the Company. We put the group’s needs before our own and give 100% all the time!
 - At AccuSource we know we are “All-In” because when a team member is on the job – it always gets done! We see projects through to the end while always asking, “what else can I do to get this done?”
- Solution Driven
 - “Solution Driven” means we always strive to solve a problem or resolve an issue. We think outside the box and don’t get tied down with, “but this is how we’ve always done it...attitude!”
 - We are not afraid to make a mistake because we trust team members have our back. Daily, we each look for opportunities to make things easier for our clients, co-workers, consumers, and our business partners.
- Customer Obsessed
 - “Customer obsessed” means we always listen to our customers and continuously personalize the customer experience to meet a client’s need.
 - We empower our employees to deliver great service.
 - We answer customer phone calls and emails, responding quickly to customer questions and issues.
 - We are professional and friendly all the time even when a customer is not so friendly.
 - We track customer satisfaction and continuously work toward turning new customers into life-long advocates for our services. We are not satisfied with a customer just liking us...we want all our customers to “love us”.
- Accountable – Do what you say!
 - “Accountable – Do what you say!”, means we always walk the talk. If we say we are going to do something we follow-through and do it no matter how small or large the task. There is a saying, “How we do something is how we do everything”.
 - To be truly accountable one person must own the activity, task or project. We show accountability by taking responsibility for our job duties, achieving our defined metrics and openly sharing our results.



Key Responsibilities:

- High volume outbound and inbound verification calls (i.e., employment, education, professional references)
- Ability to perform data entry and manage email and outbound mailing protocols
- Perform internet research for verifications services
- Make phone calls to verify and complete verification services
- Enter data into applicant profiles/orders
- Perform other duties as assigned
- Ability to meet or exceed minimum standard service requirements

Qualifications/Requirements:

- Must be able to handle a high volume of incoming/outgoing calls
- Must be highly detail-oriented with strong capability to multi-task
- Must be proficient in Microsoft products and internet research
- Must have good typing, written and verbal skills
- Must have good communication/phone skills
- Strong analytical skills
- Positive, cooperative work attitude and team player
- Previous experience working in a remote work location environment and/or verifications experience

Benefits:

- Work with a great team of like-minded thinkers who are driven to deliver for our customers
- Company Contributed Medical, Dental, Life insurance
- Vision coverage available
- 401(k) Plan with company match
- Paid holidays and paid time off (PTO)
- Sick Time: 24 hours accrued annually