

Job Description

Job Title: Selection Coordinator

Reports to: ITAL Manager

Department/Area/Subarea: ITAL

Contract: *Full Time*

Location: *To be defined locally.*

Grade: **To be filled by OD.**

Responsible for:

Travel Requirements: N/A

Job Summary / Overview

- The Selection Coordinator will provide day-to-day management to a designated Selection team. The Selection Coordinator is part of a team that develops and executes methods of assessing top talent for the organization.
- Scope City

Key Responsibilities and Accountabilities (may perform other duties as requested not specifically addressed in this document)

- Supervise Selection specialists according to BEST follow-up templates.
- Participate actively with Training and Operations to assure accurate profile compliance.
- To supervise the Selection Process and make the necessary improvements.
- Elaborate agent 'Job Description' per Line-of-business, following BEST process and template.
- Control and ensure the document signing of all candidates.
- Control the hiring process through Teleperformance tools.
- Elaborate and report daily updates on Fill-in rate information
- Participate in new generations follow-up (New hire analysis, PTL meetings)
- Maintain a constant communication with staffing to assure ITAL performance.
- Supervise the interview and assessment rooms to assure adequate environment and adequate facilities and equipment state.
- Negotiate hiring requirements with planning, training and payroll to ensure generations coverage according to capacity.
- Supervise and confirm that candidates meet the profile basics.
- Ensure all contact with potential candidate

Decision Making Authority

Decisions Expected

- Supervise all the team members and daily responsibilities to achieve hiring the necessary agents according to requirement quantity and profile.

Recommendations Expected

- Agent recruitment and selection
- Market Research
- Recruitment Quality, Internal KPIs as Calibration
- Selection effectiveness, etc.
- Determine EPL for new hire agents
- Re-evaluate new hire employees who were detected as not having the required profile. Agent correct profile Selection



Main Job Requirements

Education and Specific Training

It's preferred for the Selection Coordinator to have a bachelor degree in psychology, human resources, administration, or some studies in college. Including and not limited to: math skills, good excel skills, management experience.

Work Experience

The Selection Coordinator must have a strong knowledge about selection methods, employment and reference checking; and various other recruiting activities while managing a team of selection specialist.

Minimum 1 year in administration, human resources, call center management, performance management and/or Recruitment and selection.

Special Certifications



Required Skills

Technical Skills

- Excellent computer skills required including proficiency with Microsoft Office applications

Planning Skills

- Project management skills
- Analytics skills
- Prior management experience with the ability to lead a team of recruiting and selection.
- Employee Selection
- English Proficiency Level 3

Competencies and Specific Skills

- Smart and decisive with data
- Self aware and self managing
- Agile and adaptable
- A global thinker
- Innovative and Creative
- Purposeful and Impactful
- A True Partner
- An authentic and connected leader
- An infinite learner
- Digitally smart

Prepared by:

Date:

Approved by:

Date:

Revised by:

Date:

Organizational Chart

