



**Job Title:** Verification Specialist  
**Department:** Operations  
**Supervisor:** Operations Manager / Verifications Manager  
**Location:** 100% Remote

**Core Value Summary:**

As an AccuSourceHR 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 AccuSourceHR 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