



RESEARCHER (Pre-Employment Screeners)

Job Information

Hiring Company

[J-Screen K.K.](#)

Subsidiary

HireRight - J. Screen

Job ID

1459462

Industry

Other (Recruitment Services)

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

(Almost) All Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Shibuya-ku

Salary

3.5 million yen ~ 4 million yen

Salary Bonuses

Bonuses paid on top of indicated salary.

Holidays

Japan

Refreshed

July 4th, 2024 04:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Entry Level

Minimum English Level

Business Level (Amount Used: English usage about 10%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About HireRight

HireRight is the premier global background screening and workforce solutions provider. We bring clarity and confidence to

vetting and hiring decisions through integrated, tailored solutions, driving a higher standard of accuracy in everything we do. Combining in-house talent, personalized services, and proprietary technology, we ensure the best candidate experience possible. PBSA accredited and based in Nashville, TN, we offer expertise from our regional centers across 200 countries and territories in The Americas, Europe, Asia, and the Middle East. Our commitment to get it right every time, everywhere, makes us the trusted partner of businesses and organizations worldwide.

HireRightについて

HireRightは、世界有数のバックグラウンド・スクリーニングおよび人材ソリューションのプロバイダーです。私たちは、統合され、カスタマイズされたソリューションを通じて、審査と採用の意思決定に明確さと自信をもたらし、すべての業務においてより高い精度を推進します。社内人材、個別サービス、独自技術を組み合わせ、最高のアPLICANTエクスペリエンス（応募者体験）をお約束します。PBSAの認定を受け、テネシー州ナッシュビルに拠点を置く当社は、南北アメリカ、ヨーロッパ、アジア、中東の200の国と地域にまたがる地域センターから専門知識を提供しています。いつでも、どこでも、正しい結果を出すというコミットメントにより、当社は世界中の企業や組織から信頼されるパートナーとなっています。

Overview

Ensuring a first class customer and candidate experience through verifying standard education, employment, and reference information as well as conducting credit, criminal and database checks in line with qualitative and quantitative performance targets for the role, utilizing available resources such as telephone or electronic processes in a professional and timely manner, adhering to company policies and procedures in order to help candidates get hired.

Responsibilities

- Ensures that duties are carried out professionally and in line with the priority to help candidates get hired
- Quickly and effectively researches and verifies facts provided by candidates of clients' to ensure the screening process is completed in a timely manner
- Conducts interviews with professional referees to verify candidates' employment history
- Communicates with candidates, with tact and diplomacy, to obtain missing information or to clarify details as quickly as possible
- Maintains regular contact and supports candidates to assist them throughout the screening process where necessary
- Collaborates with other teams to keep clients informed of issues throughout the screening process
- Reviews and maintains a good understanding of service level agreements and performs work in accordance with clients' requirements
- Implements changes to processes as directed following changes to service level agreements
- Stays up to date with procedures and Service Level Agreements to ensure clients' needs are continually met
- Ensures all actions comply with the Data Protection legislation
- Maintains accurate and up to date records of actions taken in the background screening process
- Produces reports for clients that are accurate and representative of the full facts and in line with the accepted standards
- Maintains a standard of work that meets the department quality and productivity targets
- Conducts phone calls in a manner that is professional and reflects the overall 'helping people to get hired' philosophy
- Assists team members and works as part of the team to ensure customers' expectations are met

担当業務

- 候補者が採用されるよう、優先順位に沿ってプロフェッショナルに業務を遂行する
- 迅速かつ効果的に候補者から提供された事実を調査・確認し、選考プロセスをタイムリーに完了させる
- 候補者の職歴を確認するため、プロのレフェリーと面接を行う
- 不足している情報を入手したり、詳細をできるだけ早く明らかにするために、機転を利かせて候補者とコミュニケーションをとる
- 定期的に連絡を取り合い、必要に応じて選考プロセスを通じて候補者をサポートする
- 他のチームと協力し、選考プロセスを通じての問題点をクライアントに報告する
- サービスレベル契約をよく理解し、クライアントの要求に従って業務を遂行する
- サービスレベルアグリーメントの変更に伴い、指示に従ってプロセスの変更を実施する
- クライアントのニーズが継続的に満たされるよう、手順やサービスレベル契約を常に最新に保つ
- すべての業務がデータ保護法に準拠していることを確認する
- バックグラウンド・スクリーニング・プロセスで実施された措置について、正確かつ最新の記録を維持する
- クライアントのために、正確でレポート可能な事実を網羅した、認められた基準に沿った報告書を作成する
- 部門の品質および生産性目標を満たす業務水準を維持する
- プロフェッショナルな態度で電話をかけ、全体的な「採用支援」の理念を反映させるチームメンバーを補佐し、チームの一員として顧客の期待に応えられるよう努める

Required Skills

Qualifications

- Computer literate with specific experience of using Microsoft Office and email proficiently
- Confident with telephone communications, including chasing for information whilst maintaining good clients/candidates relations but robustly to be able to close tasks off
- Previous customer service experience preferred
- Ability to communicate written and verbally in English with fluency and in a polite way

応募資格

- コミュニケーション能力（文書および口頭）およびコンピューターに精通し、様々なソフトウェア・プラットフォームを操作できること

- 細部への強いこだわりと正確さ
- 新しいことを学ぶ意欲があり、口頭および書面での指示に従えること
- 自律的に、またチームで仕事をする能力
- ペースの速い環境で高い水準で業務を遂行する能力

Conditions

- Working days: Weekdays, except Saturdays, Sundays, and national holidays in Japan
- Holidays for the employee shall be as follows: (Provided that a holiday shall be possibly transferred to another day for business reasons)
 - Saturdays, Sundays
 - National holidays in Japan
 - Year-end and New Year holidays
- Work set-up: Onsite during the initial months of probationary period / Will transition to Hybrid depending on work performance during probationary period
- Tokyo office location: New Mitomi Building 9F, 1-20-18, Ebisu, Shibuya-ku, Tokyo 150-0013
- **Must be a native Japanese speaker**

All resumes are held in confidence. Only candidates whose profiles closely match requirements will be contacted during this search.

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Minorities / Females / Veterans / Disabilities

HireRight does not accept unsolicited resumes through or from search firms or staffing agencies. All unsolicited resumes will be considered the property of HireRight and HireRight will not be obligated to pay a placement fee.

Company Description