

WE ARE HIRING

HEAD OF RECRUITMENT



KEY ROLE

The Head of Recruitment is accountable for leading the sourcing & recruiting department and the business at large in all of its recruiting functions, inclusive of team leadership, sourcing strategy development and execution, program design and implementation, and recruiting goal development and achievement.



RESPONSIBILITIES

- Develop and implement recruitment strategies, tactics, funnels, and procedures.
- Communicate recruitment goals and objectives with leads & recruiters.
- Manage a team of recruitment specialists.
- Set clear goals and benchmarks for the recruitment team.
- Maintain the internal candidate database (e.g. updating contact information, candidates' geographical locations, and availability for new work).
- Communicate with the team to determine the effectiveness of recruitment plans.
- Research and recommend new sources for the recruitment of active and passive candidates.
- Build networks to find qualified candidates.
- Review applicants to evaluate their qualifications and whether they meet the position requirements.
- Prepare weekly reports to show tasks in progress, the number candidates received, and the number of qualified candidates hired.
- Create & proof read job descriptions and other related materials.
- Coordinate with department managers to forecast future hiring needs.
- Review recruitment tools and resources and suggest the best option for company needs.
- Encourage open lines of communication between yourself and the recruiting team.
- Conduct frequent performance reviews for leads & recruiters.
- Document and present detailed progress reports of recruiting campaigns.
- Demonstrate to candidates a positive reflection of our brand and company.



QUALIFICATIONS

- At least 3-5 years proven work experience as a Recruitment Manager preferably in a call center industry.
- Graduate in BS/MS in Human Resources Management is an advantage.
- Solid ability to initiate solid as well as effective sourcing & recruitment strategies in volume recruitment.
- Hands on experience with various selection processes (paper screening, phone interviewing, video interview, system check, reference check, etc).
- Wide range of experience in maximizing different sourcing channels.
- Excellent communication and interpersonal skills.
- Strong leadership and decision-making skills.
- Must be efficient with MS Office applications and Google Suite.

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SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10mbps preferred)
- Back-up Connection: running at least 5 Mbps