

Job Description Form

Job Title: Process Executive – Japanese / Chinese Language Expert

Entity: Bureau Veritas Industrial Services Ltd.

Location: Mumbai

Reports to (job): Team Leader/Sr. Team Leader/Scheme Manager/Sr. Scheme Administrator

➤ Purpose of Position

- SSC International Schemes is performing administrative tasks (audit plans and reports reviews, accreditation bodies database updates, document management) and end to end process monitoring.
- BV Certification Business Line is therefore recruiting SSC International Schemes Administrators who will perform the actual work of administrative reviews, monitoring, follow up etc.
- He / she performs the job within the framework of the BV Quality Assurance System, the Code of Ethics and the BV Group policies.

➤ Major Responsibilities

- Responsible for day-to-day activities for the scheme being handled : audit plan administrative reviews, audit report administrative reviews, if applicable auditor database monitoring; offer administrative reviews; scheduling administrative reviews; BV internal Document Management / Workflow tools updates (ACTIS), Accreditation Bodies database updates
 - o Reviewing documents sent by BV network, raising defects against check-lists, sending defects to BV network for rectification, follow-up closure of rectified documents
 - o Maintaining SSC production sheets
 - o Uploading correct and reviewed reports into Actis, updating Accreditation Body database, updating Administrative checklists and uploading into ACTIS
- Contribute to monitoring of the end to end process for the scheme being handled – upon guidance of Team Leader, perform requested reminders and escalations on late tasks from countries or accredited entities
- Identify cases of process not being followed and follow-up with countries wherever required, under Team Leader guidance
- Ensure data integrity of ACTIS BV internal Document Management / Workflow tool and Accreditation Bodies database ; through day to day rigor and respect of procedures and contribution to data cleaning projects
- Build defect analysis reports on a regular basis
- Provide answers to queries raised by countries and provide resolution to issues being faced by countries in the scheme being handled, supporting them on the target processes - procedures and use of ACTIS tool
- Ensure closure of cases pending with countries due to technical/tool issues

➤ Criteria for Performance Evaluation (KPIs)

- Adherence to SSC SLAs Scheme KPIs
- Achieving Daily Productivity Targets
- Country Process Query Resolution by using defined email templates for communication as well as escalation and monitoring
- Strict adherence and implementation of Scheme Monitoring and Escalations.

➤ **Qualification and Experience**

- Any graduate from a recognised University
 - At least 3 years experience in BPO / BPM industry, professional services experience
 - Experience in administrative back-office processes
 - Experience in use of operational tools, experience in DOCUMENTUM or other EDM is a plus
 - Exposure to businesses where data analysis and document management is key (insurance, financial services, government) is a plus
 - Language proficiency in either of the languages - Japanese / Chinese mandatory
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➤ **Skills & Qualities:**

- Thoroughness and rigor in work
 - Good analytical, coordination, data management skills ,
 - Good Typing Speed
 - Proficient in Microsoft Office Applications (MS Word & MS Excel)
 - Should be customer centric
 - Excellent interpersonal skills; Team player
 - Good communication skills (oral/written)
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