



Resource Specialist

Job Status: Full-time, Non-Exempt

Job Summary: As a NexRep Resources Specialist, you will be the primary resource for independent contractors who are performing services to achieve NexRep's client's requirements. Responsibilities include analyzing metrics for multiple clients and their campaigns to ensure NexRep's client's quality standards are met. Other duties include monitoring agent compliance with contractor's Independent Contractor Agreement and NexRep's client contracts including their scripts.

Essential Functions:

- Be a resource to NexRep contractors by providing analysis of daily/ weekly/ monthly performance metrics
- Be a resource to NexRep contractors to assist them in meeting NexRep's third party client's performance and quality standards including independent review of call recordings and presentation
- Ensure each agent is abiding by the terms and conditions set forth within the NexRep Independent Contractors Agreement and its client's guidelines
- Ensure that weekly payment for services is accurate

Position Requirements:

- Proficiency in Microsoft Office 365
- Willingness to serve as a resource to contractors to assist in meeting NexRep's third party client's performance standards
- Analytical problem-solving skills
- Ability to build and maintain strong client relationships
- Capable of analyzing data and developing a resource plan to assist contractors in meeting NexRep third party client's performance and quality standards including in real-time.

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee.

To apply: Please e-mail us your resume and cover letter to careers@nexrep.com.

Thank you for your interest in NexRep!