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SYKES ASIA INC.

COMPANY BACKGROUND:

SYKES is the call center that started it all. Officially recognized as a pioneer in the call center industry here in the Philippines, SYKES has shown support for the past **15 years**. SYKES supports Fortune 500 companies by providing them with exceptional contact management solutions. SYKES supports the Filipino community by helping less fortunate children have better access to education. Most of all, SYKES supports its employees by giving them the power to choose their salary, by providing them with mentoring programs for career growth and by encouraging them to pursue their passions.

With more than 30 years of combined experience, SYKES is a global leader in providing customer contact management solutions and services. Our 46,000 employees worldwide service Fortune 500 companies from different industries: finance, communications, technology and healthcare.

Now celebrating its **15th year in the Philippines**, SYKES has a team of almost 15,000 capable and dedicated employees working in different sites to support clients across the globe.

Customer Service Agents and Inbound Sales Agents for TRAVEL

Responsibilities:

Successful candidates will provide professional and efficient customer support to clients of an Internet-based travel website company. Transactions include airline ticketing, hotel reservations and booking, car rentals, cruises and vacation packages.

Qualifications:

- 18 years old and above
- At least a high school graduate
- Basic knowledge of PC usage and Internet navigation
- Conversant in the English Language
- Strong customer service orientation
- Willing to work in Shaw, Mandaluyong City on shifting schedules

Salary Range: **Up to Php42,000 Monthly Earnings**

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Customer Service Agents for TELECOMMUNICATIONS

Responsibilities:

Successful candidates will provide over-the-phone customer support to clients of a Canada-based Telecommunications company. Sales transactions shall include mobile phones and fixed-line telephone services.

Qualifications:

- 18 years old and above
- At least a high school graduate
- Basic knowledge of PC usage and Internet navigation
- Conversant in the English Language
- Strong customer service orientation
- Inbound or outbound SALES experience is an advantage, but not required
- Willing to work in Shaw, Mandaluyong City on shifting schedules

Salary Range: **Up to Php26,000* in Monthly Earnings**

Technical Support for COMPUTER PERIPHERALS

Responsibilities:

Successful candidates will provide professional and efficient technical support for customers of a multinational IT company. Transactions will primarily be focused on troubleshooting printers, scanners and other computer peripherals.

Qualifications:

- Completed at least two (2) years of college education
 - Basic knowledge of PC usage, hardware and software and Internet navigation
 - Experience with troubleshooting printing and scanning devices is an advantage, but not required
 - Conversant in the English language
 - Good analytical skills
 - Willingness to work in Shaw, Mandaluyong City on a permanent day schedule
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Technical Support for SONY Laptops

Responsibilities:

Successful candidates will provide professional and efficient technical and customer support to customers of a leading manufacturer of information technology products for the consumer and professional markets.

Qualifications:

- At least a high school graduate
- Knowledge in PC hardware and software troubleshooting
- Excellent English communication skills
- Willingness to work in Shaw Blvd., Mandaluyong City and on shifting schedules

Technical Support for Software Development

Responsibilities:

Successful candidates will provide professional and efficient technical and customer support to one of the world's fastest growing software companies. The account provides state-of-the-art Business Execution Software solutions that help organizations of every size and category realize maximal business results.

Qualifications:

- Completed at least two (2) years of college education
 - Knowledge in PC usage, operating systems, hardware and software and Internet navigation
 - Practical experience in HTML and XML is an advantage, but not required
 - Conversant in the English language
 - Good analytical skills
 - Willingness to work in Shaw, Mandaluyong City on a permanent night schedule
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Do you have experience in Operations? Join SYKES as Workforce Analyst (OMD Analyst 2)

Responsibilities:

Successful candidates will assist with long range planning and on-going analysis of real time performance and the determination of alternative plans when necessary. It also assists with timely and accurate collection, evaluation, and preparation of reports and/or other complex statistical data required for Operations.

Under general supervision, collect, evaluate, and prepare reports and/or other complex statistical data for Operations/HR/WFM/Admin on time. It also entails not only participation in the analysis and interpretation of data as appropriate but review the information on a periodic basis to proactively find areas for improvement.

Generate/develop & maintain reports/systems to ensure Service Level Agreement. The individual is also responsible for providing schedule details to the representatives and partners with management to ensure compliance to schedule.

Requirements:

- Preferably 2-3 years industry work experience
- Knowledge of reporting methodology, principles and procedures. Has working knowledge of the tools used for monitoring and reporting and the use of computer and related software, including a working knowledge of Microsoft Excel and other Office applications.
- Strong planning, time management and organizational skills.
- Highly motivated, self-starter with a commitment to see proposals/reports through to their completion and effective maintenance of the same.
- Proactive and can work independently.
- Can work with other departments or groups to come up with action plans for the account/ BU.
- Display a high level of professionalism, integrity, and maturity.

Salary Range: **PHP 25,000 - 30,000**

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IT Business Systems Analyst

Responsibilities:

- Assist Business Units develop the project business case – project benefits and financial impact (Cost Savings, investment cost, NPV).
- Work with clients and Business Units to determine their business needs.
- Analyze business needs & determines project requirements.
- Determine priority and criticality of requirements.
- Challenge requirements and develop alternative requirement options.
- Document project requirements and business case.
- Ensure specification of requirements & tech. solution is clear & complete.
- Ensure all relevant project stakeholders have been consulted with.
- Determine completeness of application/solution and facilitate UAT.
- Deploy application/solution and facilitate training delivery.
- Act as SME for application/solution.
- Ensure that project Business Requirements methodology, procedures, and templates have been complied with.

Requirements:

- Minimum of 4 year Degree (Computer and Engineering Related Course)
 - Minimum of 2 Years systems analysis and design experience
 - Strong system and business analysis experience
 - Experience in developing & analyzing project business needs
 - Experience in the analysis of process flows, inputs and outputs
 - Knowledge of inbound call center operations and metrics
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Accounting Assistant - For Contractual Post

Responsibilities:

- Maintaining a Fixed Asset Lapsing which has to be updated with the current movements of the Company's fixed assets on a month basis.
- Ensures asset movements are recorded and depreciated on a timely manner.
- Calculates the monthly depreciation expense for each asset category and prepares the corresponding journal entry to record the depreciation
- Verifies completeness of necessary documents before recognition of the assets in the books. Any lacking information must be coordinated with the department concerned on a timely manner
- Conducts a reconciliation of the results of the physical count of the fixed assets and the records once in a year.
- Preparation of various account schedules on a timely manner and preparation of amortization and other necessary journal entries as a result of the analyses made on the following accounts:
 - Prepaid Rent
 - Prepaid Insurance
 - Prepaid Others
 - Investment
 - Refundable Deposit
 - Restricted Cash
 - Related Cash accounts
 - Others that may be assigned fromtime to time
- Ensures preparation of a timely bank reconciliation statement for all banks and prepares necessary journal entry on the reconciling items

Requirements:

- Preferably a Certified Public Accountant
 - Must have at least 2 years of related experience in accounting functions
 - Computer literate
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Account Manager for Inbound Sales (to start ASAP)

Responsibilities:

- This position is primarily accountable for establishing and maintaining a sound operational system that is based on client needs and continuous improvement in order to effectively maximize customer satisfaction, revenue, and maintain competitive edge.
- Oversees the conduct of the whole operations in order to ensure that all divisions are synergized and aligned.
- Responsible for the ongoing relationship management with client organization. This relationship is driven by very specific metrics for performance and cost.
- Responsible for communication with Executive Teams at Sykes and Clients on progress, issues, and costs.
- Deals with pricing and contract negotiations and other cost issues that pertain to the operations in general.
- Manages and designs quality and productivity programs for the division in order to build awareness among its team members under the light of continuous improvement.

Requirements:

- Bachelor's degree preferred
 - At least 3-years people management experience
 - Experience in client services management as well as program management is also required
 - Experience in managing inbound/outbound sales accounts is a requirement
 - Experience in managing travel and/or hotel accounts is an advantage
 - Must have strong and effective verbal and written communication skills
 - Must be able to deal with confidential/sensitive topics appropriately
 - Must be a team player and leader
 - Must be able to successfully manage multiple projects simultaneously
 - Must have excellent interpersonal, organizational, mediation and negotiation skills
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Outbound Sales Operations Manager

Responsibilities:

- Oversees the conduct of the whole operations in order to ensure that all divisions are synergized and aligned.
 - Responsible for the ongoing relationship management with client organization. This relationship is driven by very specific metrics for performance and cost.
 - Responsible for communication with Executive Teams at Sykes and Clients on progress, issues, and costs.
 - Manages and designs quality and productivity programs for the division in order to build awareness among its team members under the light of continuous improvement.
 - Accounts for a systematic, standardized, and updated process across all division.
 - Formulates region-wide goals and action plans according to the strategic directions of Sykes.
 - Proactively look for ways to increase efficiency through process improvements and new ways of performing tasks.
 - Plans and administers the division's budget to monitor cost and analyze variances.
 - Supervises and motivates the team to ensure an acceptable level of productivity.
 - Provides developmental path for direct reports.
 - Meet with client teams on a regular basis to negotiate service levels and staffing levels to meet customer needs.
 - Responsible for the training and development of direct reports to ensure continuous progress for us to deliver quality and excellence in our service to the client.
 - Ensure successful implementation of service fulfillment activities based on contractual Service Level Agreements as agreed upon with the client.
 - Develop monthly dialer strategy and call plan.
 - Work with Recruitment, Training and Planning groups to ensure adequate staffing requirements are forecasted and filled.
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Requirements:

- Two year related experience in the Call Center industry as Account/Operations Manager or Sr. Manager
- Strong call center sales, collections or retentions management experience is required.
- Previous Product and Client responsibility
- Experience in working with people on different levels
- Experience of negotiation and diplomacy
- Experience in managing a budget and the ability to analyze statistical information
- Intermediate or Advanced proficiency with spreadsheets and presentation software
- Ability to use Quality tools and techniques to drive actionable insights.
- Knowledge of Six Sigma and/or statistical analysis tools is an advantage.

Competencies Required:

- Strong planning and strategic thinking skills
 - Wide breadth of business perspective and customer orientation
 - Excellent interpersonal, communication and interaction skills
 - Excellent analytical, problem-solving and decision-making skills
 - Self-motivated and enthusiastic with proven ability to inspire, motivate, lead and develop others.
 - Excellent presentation and organizational skills
 - Proven track record of multi-tasking in a dynamic fast-moving environment.
 - Thrives well under pressure and stressful situations
 - Projects a strong positive and winning attitude
 - Ability to create, motivate and maintain team spirit and energy
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US Talent Acquisition Shared Services Assistant

Responsibilities:

- Examine new employee files to answer inquiries.
- Follow administrative processes to submit background checks, drug testing, fingerprint test and send new hire information to applicants.
- Maintain employee information by accurately entering and updating records, as needed, insuring proper documentation has been established for employment.
- Conduct employee calls to ensure proper paperwork is submitted by new hires.
- Maintain proper reporting for the pre-employment progress each week.
- Required to maintain strict levels of privacy in support of HR guidelines and sensitive, personal candidate information

Requirements:

- Completed at least 2 years of college in any Bachelor's degree
 - Can communicate effectively thru verbal and written communication skills
 - Excellent organizational and administrative skills, strong ability to multi task, positive and professional attitude
 - Ability to stay calm under pressure and maintain a neutral point of view
 - Ability to show empathy and go out of your way to help others
 - Prefers working in the night shift and is willing to work rotating shifts and schedules
 - Willing to work in 500 Shaw Zentrum Building, Mandaluyong City
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Mechanical Engineer – APPLY NOW

Responsibilities:

- Provide scope, recommendations, time and cost estimates for necessary MEPF works to make partitioning/renovation plans successful
- Collect and keep MEPF As-Built plans up to date
- Prepare documentations to put out Request for Bid for contractors
- Analyze/compute the correctness of MEPF designs/plans according to Sykes' operational needs
- Calculate BOQs, compare pricing of MEPF contractors' quotations, and provide recommendations to Purchasing team on how to lower costs
- Submit purchase requests, follow through Purchasing until issuance of PO, and track status of purchases
- Coordinate and communicate with internal and external teams, as well as end users for the successful implementation of MEPF projects
- Issue Certificate of Completion to contractors
- Recommend initiatives on energy conservation, environment preservation, and cost efficiency
- Attend PEZA inspections to note and address MEPF compliance concerns
- Handover completed MEPF projects to Facilities team
- Accomplish tasks and reports as required by the Expansion and Planning Manager

Requirements:

- Degree in Mechanical Engineering or an equivalent of at least 5 years extensive
 - Experience in aircondition systems
 - Knowledge in ASHRAE, NEC, NFPA, and PEZA
 - Uses Microsoft Excel, Microsoft Outlook, AutoCad
 - Knowledge in electrical engineering
 - Knowledge in plumbing and fire protection
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Business Systems Analyst - APPLY NOW

Responsibilities:

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- Work with clients and Business Units to determine their business needs.
- Analyze business needs & determines project requirements.
- Determine priority and criticality of requirements.
- Challenge requirements and develop alternative requirement options.
- Document project requirements and business case.
- Ensure specification of requirements & tech. solution is clear & complete.
- Ensure all relevant project stakeholders have been consulted with.
- Determine completeness of application/solution and facilitate UAT.
- Deploy application/solution and facilitate training delivery.
- Act as SME for application/solution.
- Ensure that project Business Requirements methodology, procedures, and templates have been complied with.

Requirements:

- Minimum of 4 year Degree (Computer and Engineering Related Course)
 - Minimum of 2 Years systems analysis and design experience
 - Strong system and business analysis experience
 - Experience in developing & analyzing project business needs
 - Experience in the analysis of process flows, inputs and outputs
 - Knowledge of inbound call center operations and metrics
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Software Engineer - T-SQL / SQL Programming -

Responsibilities:

Successful Candidates will develop and maintain software applications as assigned by the Global Manager. Provide Level 2 escalation support.

Requirements:

- Graduate of a 4 year computer-related course (Bachelor's Degree)
- 2-3 year experience on SQL Server 2000/2005
- 1-2 year experience on SQL Server Reporting Services
- 1-2 year experience on SQL Server Integration Services
- 1-2 year experience on DOS Batch and Excel VBA Programming
- 1-2 year experience on FTP usage and scripting
- Has good spoken and written English Communication Skills
- Willing to work on weekends and do shifting & rotation
- Willing to be assigned in Shaw 500, Mandaluyong City

Japanese Technical Support

Responsibilities:

Successful candidate will provide professional and efficient technical and customer support to a multinational computer software technology corporation that provides speech and imaging applications.

Requirements:

- Preferably a University degree or the equivalent
- Excellent Japanese (speaking and writing)
- Excellent interpersonal skills
- Proficiency in MS Office Applications
- For foreign nationals, they must have a valid Tourist Visa OR a valid Temporary/Resident Visa.

Salary Range: **Earn as much as Php 70,000 Monthly**

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Korean Technical Support Representative

Responsibilities:

Successful candidates will provide professional and efficient technical and customer support for a leading manufacturer of computer peripherals.

Requirements:

- College Degree in Computer Science or Engineering/IT Related Course is a plus but not required
- Strong Customer service skills, Problem Solving and Troubleshooting Skills
- Ability to logically analyze and present information
- Internet savvy
- Proficient in the Korean and English language both Oral and Written
- Must be willing to work in Shaw, Mandaluyong City
- Must be currently residing in the Philippines

Salary Range: **Earn as much as Php 70,000 Monthly**

Thai Customer Service Representative - APPLY NOW!

Responsibilities:

Successful candidate will provide professional technical assistance and customer support to a leading manufacturer of computer peripherals.

Requirements:

- Preferably a University degree or the equivalent
 - Proficient in the Thai language (speaking and writing)
 - Good communication skills in English (written and oral)
 - Excellent interpersonal skills
 - Proficiency in MS Office Applications
 - Applicant must be willing to work in Mandaluyong City, Philippines
 - Relocation package will be given to successful applicants
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Apply as a Customer Service Rep for Content Moderation

Responsibilities:

Successful candidates will be working in a romantic social network with an online dating service that integrates with other social networks such as Facebook and Twitter. Support includes image and text review.

Requirements:

- 21 years old - 35 years old
- At least High School Graduate
- Has knowledge with photo editing applications or at least familiar with cropping photos (i.e. MS paint, adobe photoshop)
- Computer Literate
- Willingness and ability to deal with routine work
- Keen to details
- Willing to work in Gilmore, Quezon City on shifting schedules
- Contractual Positions available

Get a New Job as a Data Encoder!

Responsibilities:

Successful candidates will read key data keying instructions and special updates for each account.

Requirements:

- At least 18 years old and above
 - High School Graduate
 - Can type 45 - 55 words per minute with 95% - 98% accuracy
 - Willing to work in Gilmore, Quezon City on shifting schedules
 - Has the ability to interpret and follow written instructions; very keen to details.
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**Interested to apply? Send your application letter and CV to:
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Shaw

Upper G/F Worldwide Corporate center
Bldg. Shaw Blvd.
Mondays to Fridays, 9am-6pm

Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)
Ayala Center, Makati City
Mondays to Fridays, 8am-10pm
Saturday, 10am-5pm

Quezon City

3F K-Pointe Bldg.
23 Gilmore St. corner Aurora Blvd.
New Manila (LRT Gilmore Station) Quezon City
Mondays to Fridays, 10am-4pm