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# Example of Talent Agent Job Description

Our company is hiring for a talent agent. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for talent agent

* Ad hoc support to the recruitment team including screening resumes and pre-qualify candidates through initial phone interviews
* Communicates with clarity demonstrating strong oral and written communication ability
* Dispatch escalations to Tier 2 groups
* Perform research and analysis necessary to provide solutions to questions or concerns related to onboarding
* Understand the complete end-to-end onboarding processes
* Provide exemplary customer service and assist in troubleshooting issues using a "first call resolution"
* Meet weekly and monthly KPI's and SLA's for quality, customer satisfaction, and general productivity levels
* Provide timely, accurate customer service by answering inbound calls from assigned queues, researching issues, clarifying and resolving customer inquiries and recording notes in customer accounts
* Advise new associates by answering questions, ensuring adherence to established guidelines and providing support and assistance as required to contribute to achievement of customer service objectives
* Support the achievement of productivity standards by managing a high volume of incoming calls from multiple key stakeholders and processing related activities arising from incoming requests to meet business needs and achieve service level expectations

## Qualifications for talent agent

* Processing employee applications and conducting in-person interviews to maintain a qualified pool of candidates
* Utilizing social media platforms (LinkedIn, Facebook, Twitter, ) to drive networking and candidate pool development
* Executing an in-depth understanding of behavioral interviewing skills and candidate evaluation techniques
* Comprehensive and effective utilization of the ATS for sourcing, screening and candidate management
* Develop, monitor and measure all talent acquisition initiatives to ensure trends are identified and addressed, including, but not limited to, turnover and retention
* Passive sourcing skills