



SUPPORT SPECIALIST

Swoon is looking for a Support Specialist to join our office located in downtown Chicago! As a member of the Support Team, you will assist multiple Relationship Managers with their accounts, acting as their primary resource for administrative support. As time allows, you will also assist with performance reporting, client projects and contractor care initiatives. In this unique role, you will have the chance to grow within the Relationship Management Department based on performance and company growth. Relationship Managers are the point of contact for some of our enterprise accounts and have significant impact on Swoon's growth and success.

IN THIS ROLE YOU WILL:

- Serve as the support for the Relationship Management Team day in and day out by providing heavy administrative support
- Coordinate the input of new requisitions into the ATS system, ensuring all details are automated/accurate using the corresponding VMS tool
- Work with the recruiting team to assign new requisitions and reassign aged requisitions when necessary
- Input VMS notification information into ATS and share with corresponding recruiters
- Handle candidate interviews (new requests, reschedules, and cancellations) and offers. Share details/ collaborate with the recruiting team and client
- Review/qualify resumes and submit qualified candidates into VMS systems
- Contact clients regarding interview/submission feedback
- Attend vendor & supplier update calls on all open and aged requisitions, sharing updates with the Relationship Manager and recruiting team via ATS system requisition updates
- Process change forms, extensions and exits into the ATS system
- Coordinate the Relationship Manager Roundtables & take minutes/upload minutes to SharePoint.
- Use a template to create communication reports for the Relationship Management Team for all completed and pending activity
- Run reports in ATS/VMS and compile data to present employee performance and client activity
- Assist with ad hoc projects requested by Relationship Management Department and the greater Swoon team

THE IDEAL CANDIDATE WILL BE:

- Outgoing and conversational as you will need to talk with candidates, recruiters and clients day in and day out
- Very strong in their written and verbal communication skills
- Able to analyze complicated situations, determine and execute action
- A competitive personality
- Extremely organized with exceptional attention to detail
- Experienced in data entry and administrative skills

BENEFITS:

- Employer paid Medical, Dental and Vision Insurance
- 4 weeks paid vacation + sick days
- Matching 401K after 1 year
- Onsite gym membership available (Chicago)
- Pre-Tax commuter benefits
- Numerous recognition incentives available throughout the year

Contact careers@swoonstaffing.com to apply and visit our website to learn more: www.swoonstaffing.com