



POSITION DESCRIPTION

POSITION TITLE: Allocation Administrator

ADVERT TITLE: Allocation Administrator

LOCATION: MALAYSIA PHILIPPINES VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner is a nationwide employment and placement agency providing recruitment, training, and staffing services to the Health, Social Care, and Housing sectors. Intending to create a healthier future, they focus on developing the interconnectedness of people across medicine, science, research, and healthcare. Currently, they are looking for an Allocation Administrator to join the team in Manila.

As the Allocation Administrator, you'll be working to provide solutions for our customers, clients, and employees with the core function of managing & entering requested bookings and cancellations into the rostering system.

KEY RESPONSIBILITIES

- Entering and filling shifts through the rostering system, and taking & directing phone calls.
- Managing the rostering email inbox – where we could receive 100s of requests from different clients a day.
- Make sure emails are put into Team Folders and these emails are actioned – bookings are raised and released.
- If necessary, contact candidates (electronically) about released shifts.
- Building relationships with staff and contacting the local teams to inform of updates and urgency.

SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in relevant field.
- Experience in BPO industry for health/medical or similar campaign will be ideal



POSITION DESCRIPTION

- Relevant background in email support management and phone support
- Proven experience in using Microsoft Office (Excel, Word, Sharepoint/Onedrive)
- Excellent communication skills
- Can multitask for general inquiries like filling shifts (ad hoc and ongoing), rostering, and day-to-day questions
- Be a team player, always demonstrating the values and service
- Has a sense of independence, responsibility, and is goal-oriented.
- Ability to adapt to changing priorities/directions

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.