



# POSITION DESCRIPTION

**POSITION TITLE:** Record Retrieval Specialist

**ADVERT TITLE:** Record Retrieval Specialist

**LOCATION:** MALAYSIA  PHILIPPINES  THAILAND  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, a leading American provider of independent medical exams, peer reviews, bill reviews, Medicare compliance, and related services, is hiring a **Record Retrieval Specialist** to be part of their Philippine team! They are a nationwide provider of record retrieval services and technology for the legal and insurance industries. For more than 35 years, the team has created innovative technology and processes that enable more efficient record retrieval, online record ordering, and e-summary.

The Record Retrieval Specialist, reporting directly to the Manager in the US, aims to establish continuous communication with each record custodian. This open line of communication is essential for obtaining the requested records or other necessary correspondence by the client's specified due date. **This role will support a night shift or US shift (Pacific Standard Time) and full on-site during probation.**

## KEY RESPONSIBILITIES

- Initiate and maintain communication with record custodians based on order priority.
- Consistently contact custodians to ensure timely order completion.
- Intensify communication as due dates approach, sending necessary notices per the standard procedures.
- Document all interactions, order progress, and tracking details in the system.
- Prioritize work orders based on due dates.
- Verify incoming records against work orders for quality control.
- Accurately schedule field jobs, verifying all necessary details (excluding New York).
- Report daily productivity to the supervisor via the spreadsheet.
- Route work orders to appropriate departments promptly.
- Perform additional duties as assigned, including answering phones and maintaining workflow communication.



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## SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in a related field.
- Prior work experience as a US Customer Service Representative or similar in a medical, legal, or insurance claims office is required; preferably outbound calls
- Ability to consistently handle multiple phone lines with heavy call volume and have excellent telephone communication skills
- Advanced written and verbal English Language; proficient in reading, analyzing, and interpreting correspondence and records; clear and informative writing with strong editing skills.
- Excellent time management skills, interpersonal skills, and organizational skills.
- Highly self-motivated and directed.
- Ability to adapt to changes and absorb new ideas and concepts quickly.

## 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.