



BLACK PEN RECRUITMENT



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ABOUT BLACK PEN

Whether you are searching for highly skilled personnel to take your business to new heights or seeking employment with the correct company that will develop your talents further, Black Pen will help you.

Black Pen Recruitment is South Africa's leading recruitment consultancy specialised in BPO services, foreign language recruitment and immigration services. With our outstanding experience in the BPO industry and our own in-house immigration division, we will find the right candidates for foreign language specialist positions as well as immigration solutions for foreign employees.

Working with small to medium, large and multinational organisations, Black Pen Recruitment has experience in delivering individual and large-scale recruitment projects.

Most conveniently, we are able to offer a 'one-stop' solution, amending the screening process for candidates specifically to the company's requirements, while ensuring the best visa solution with the help of our in-house lawyer division, operating as Black Pen Immigration.

Our extensive experience in BPO services, covering finance, insurance, tourism, marketing & sales, advertising, IT & development, customer services, engineering, digital media, foreign language support and transport & logistics, will assist you in finding the right candidate, every time.

Our multinational team is especially qualified in foreign staffing solutions and BPO Services. With our in-house team of qualified legal practitioners, we have also developed specialised expert placement services for legal process outsourcing.

MANAGEMENT



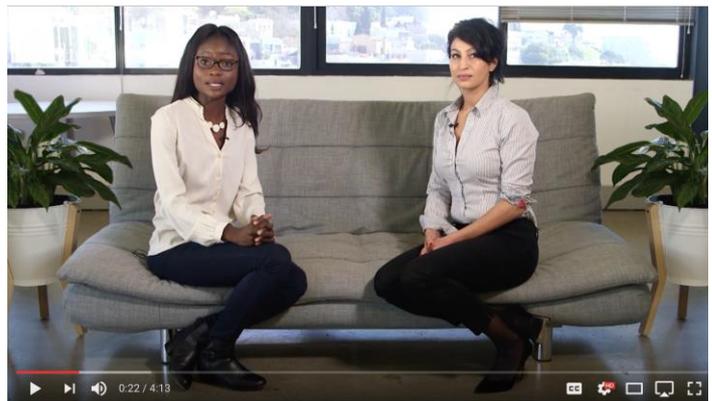
Nora Dawud holds a German law degree and an LLM from the University of Stellenbosch in South Africa.

She gained experience as a German attorney and worked for the Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht). She is a certified NLP Practitioner as well as Biometric Officer.

Performing an additional role as Legal Executive at Black Pen Immigration, Nora continuously assists many foreigners to achieve their aspiration of living, working and settling in South Africa. She is particularly focused on the acquisition of all work visas and residence permits for clients from all over the world. Her clientele consists of individuals and international companies.

TEAM

Black Pen Recruitment is led by highly respected recruitment professionals, each accomplished in their own right to consult and deliver on staff placement assignments. Thanks to our in-house biometric officers and legal consultants, we are able to offer a 'one-stop' solution, amending the screening process for candidates specifically to the company's requirements, while ensuring the best visa solution with the help of our in-house lawyer division, operating as Black Pen Immigration.



Watch interview on:

<https://www.youtube.com/watch?v=krGLZQkM7so&t=51s>

THE BLACK PEN APPROACH

We see our clients as true partners, whose association is mutually beneficial. Therefore, we give our utmost best to ensure that the most professional service is delivered throughout – from the initial contact to the successful placement.

It is important for us to understand your business, in order to source candidates with the right background for you, that can fill the role with the necessary expertise and background needed.

We understand and support your company's needs with authenticity, responsibility and expertise.

ADVANTAGES

Our ideology centres on developing upholding business partnerships. To ensure that this bond is kept, we constantly remain updated on progressive recruitment practices. We take care of your recruitment needs, saving you valuable time, administration processes and resources.

Black Pen Recruitment's **multi-lingual team** is backed by qualifications in fields such as Law, Finance, Insurance, Human Resources, Digital Media, Tourism and Customer Service.

Our coverage stretches widely from recruiting for jobs in **all sectors of the BPO industry**, such as finance, insurance, marketing, customer service and the tourism industry.

Our **extensive database** ensures direct access to remarkable talents worldwide, waiting to be placed successfully in an environment that will benefit them and in which they can unfold themselves and grow.

Naturally, the benefit of having both **immigration and recruitment under one hub** is a tremendous help for many companies and candidates we work with – especially in sectors that depend heavily on foreign talents, such as the foreign language support industry and many other BPO sectors with a global outreach.

SOUTH AFRICA – LOCATIONAL ADVANTAGES

As companies worldwide respond to increasing cost and efficiency pressures, South Africa is becoming a favoured international location for business process outsourcing (BPO) and offshoring, with an expected annual growth rate of 50% for the next five years.

The South African government has identified BPO as a key sector to boost the country's economy and create employment. A government-backed BPO support programme, launched in 2007, includes a budgeted R1.1-billion in investment incentives and extensive government support programmes, including an investment grants for start-ups and business expansions, training subsidies and discounted telecommunications prices.

South Africa has been awarded the title “Outsourcing Destination of the Year” twice in a row – acknowledging the many advantages that make South Africa the ideal location for BPO enterprises:

The lack of a significant time difference allows **real-time service delivery**

High fluency in English, coupled with neutral and pleasant-sounding accents

High proficiency rate in **other European languages**, such as German, French, Portuguese or Dutch

Highly favourable **exchange rate**

Operating **cost savings of up to 70%**

Strong **government support**

Critical skills visa allows facilities **easy immigration** of foreign staff

THE RECRUITMENT PROCESS

Black Pen provides highly specialised recruitment services for a comprehensive range of fields for both back office and front office outsourcing, including HR, finance, accounting, insurance, data capturing and IT services as well as front office outsourcing like customer and contact centre services.

We ensure that we cover all aspects of successful BPO service operations. Whether it be for a migration of an overseas call centre to South Africa or to expand the outbound arm of your business filling job openings with unique skill sets and language proficiency, we are there to consult and help, every step of the way.

Our recruitment process includes:

Extensive **research / headhunting** for suitable candidates nationally and internationally

Liaising with the company over current job openings, best candidate profiles and visa requirements

Drafting and publishing of **job advertisements** on numerous platforms to successfully screen for the perfect candidate.

In-depth **screening pre-selection process** conducted by our expert, in-house recruiters

Reference, credit and criminal checks of candidates that have passed the pre-selection, completed by our in-house biometric officers

Immigration advice for foreign staff

As we believe that staying informed is crucial to development, interviews are arranged via Black Pen Recruitment and great value is placed on the coordination between company and the applicant throughout the entire recruitment process.

CONTACT CENTRE & CUSTOMER SERVICE

The significance of customer experience cannot be underestimated in today's dynamic, real-time business environment. Customer experience is what determines how people *feel* about your business. Therefore it is vital to have a professional team on hand in order to create positive, memorable service experiences for your customers.

With our special expertise in both the BPO and the foreign language sector, Black Pen is able to help your business excel in an ever-growing global market. Black Pen offers specialist recruitment services for all fields relating to successful customer service, including:

Customer Service Representatives

Foreign Language Specialists

Industry Specialist Expertise

Outbound and Inbound Call Centres

Team Leaders

Call Centre Management

Contact Centre Migration and Set-Up

Customer service and contact centre positions also make for great job opportunities for career seekers, particularly for those with foreign language skills. For foreign professionals wishing to relocate to South Africa, our customer service and contact centre positions can make for a great first step to starting a new life, as our in-house legal division is happy to take care of your immigration needs.

FOREIGN LANGUAGE SUPPORT SPECIALISTS

With our diverse team of multilingual and multinational recruitment specialists, Black Pen is equipped to cover all aspects of foreign language support services. Our area of expertise does not end with call centre positions, but also includes specialist areas such as digital marketing services or travel and tourism.

We recruit foreign language professionals for the following languages:



For foreign language speakers wanting to work in South Africa, we offer a wide range of different career opportunities within Finance, Marketing, Customer Service, IT or Travel and Tourism. With the help of our in-house immigration division, Black Pen Immigration, we also make sure to find the best immigration solution for foreign professionals.

IMMIGRATION SERVICES

Our in-house legal division, trading as **Black Pen Immigration** offers a one-stop solution for all matters related to foreign staffing.

Based on a solid understanding of the South African Immigration environment Black Pen addresses the needs of individuals and corporates alike, by creating solid solutions and delivering upon realistic expectations. We believe that through solid processes and consistent personal communication, we can eliminate the problematic areas commonly associated with immigration to South Africa.

Our team consists of German and South African Lawyers specialised in South African Immigration, as well as consultants whose global experience and knowledge, combined with commercial acumen, have the valuable skill set required to navigate our clients through the complex field of immigration.

As South African Immigration laws and regulations become more complex, we ensure that our advice covers more than just an outline of options but also offers updated solutions that are in line with the current South African Visa or permits trends.