

**List of Specialist Course**

As of April 1, 2026

No.	Job Title	Category
1	Back-Office Operations Specialist	General Affairs
2	Administration Operations Specialist	
3	General Operation Business - Development Specialist	
4	Administrative and Facility Management Specialist	
5	Accounting, General Affairs, and Facility Management Specialist	
6	Data Analyst	Business
7	Research Analyst	
8	Sales VOC (Voice of the Customer) Analysis Specialist	
9	VBA Specialist	
10	System Tool Development and Maintenance Specialist	
11	Solution Specialist	
12	IT Specialist	
13	Application and Tool Development/Operations Specialist	
14	RPA Engineer Specialist	
15	Video Editing Specialist	
16	Legacy System Refactoring Specialist	
17	RPE (Robotic Process Engineer)	
18	Data Registration Processing Specialist	
19	DX Specialist	
20	WFM (Workforce Management) Specialist	
21	WEB Marketing Specialist	
22	Account Owner Specialist	
23	Business Consulting Specialist	
24	BPR Consultant	
25	Accounting Specialist	
26	Data Analysis Specialist	
27	Operation Contract Specialist	
28	Contract Office Operations Specialist	
29	Agent Specialist	
30	Training Specialist	
31	Knowledge Positions _ Knowledge Specialist	
32	Knowledge Management Specialist	
33	CM* Specialist (Administrative Center)	
34	CM Specialist	
35	CM Specialist _ Customer Communication	
36	CM Specialist _ Inbound Call Performance	
37	CM Specialist _ Non-Call Skills	
38	CM Specialist _ Service Quality	
39	CM Specialist _ Productivity	
40	CM Specialist _ Multi-Skilling	
41	CM Specialist _ Call Productivity	

No.	Job Title	Category
42	CM Specialist _ CM Training Support	Business
43	CM Specialist _ Skills	
44	CM Specialist _ Performance	
45	CM Specialist _ Inbound Call	
46	CM Specialist _ Acquirement	
47	CM Specialist _ Inbound Call Communication	
48	CM Specialist _ Fraud Detection	
49	Inside Sales Specialist	
50	Multilingual Support Specialist	
51	Bilingual Translation Specialist	
52	Service Quality Improvement Specialist	
53	Delivery and Administrative Operations Specialist	
54	Sales office support specialists	
55	Temporary Staff Coordinator	
56	Quality specialists	
57	Operation Site Improvement Support Specialist	
58	Corporate Service Operation Support Specialist	
59	Service Quality Specialist	
60	QA (Quality Assurance) Specialist	
61	Foreign Staff Labor Management Specialist	
62	Team Manager of Staffs with Disability (Mentor)	

\*CM : Communicator (Agent)