

# HR Service Delivery Lead Americas

## Ihre Aufgaben

- Act as the primary liaison with the BPO provider in the region, ensuring seamless HR administration, payroll, and contract management.
- Define, monitor, and continuously improve Service Level Agreements (SLAs) and performance metrics with the BPO provider.
- Oversee Locations HR Services Delivery Specialists, who are responsible for monitoring all supplier deliverables and commitments in their respective location.
- Ensure compliance with the obligations outlined in the BPO Services Agreement and address any service gaps.

## Leading Internal HR Operations

- Manage HR service delivery for locations outside the BPO scope, ensuring standardization and process efficiency.
- Lead a team responsible for HR data administration management, time & attendance and payroll or payroll BPOs.
- Oversee daily operations of the payroll shared services team to ensure consistent, timely, and accurate service delivery.
- Develop and implement best practices for operational excellence in HR service delivery.
- Foster a culture of continuous improvement and high employee satisfaction.

## Compliance & Risk Management

- Ensure that all HR policies, payroll operations, and employment contracts comply with local labor laws and company standards.
- Monitor compliance with contractual obligations, ensuring alignment with the Service Agreements
- Partner with legal and compliance teams to mitigate risks related to HR data security, Data Protection, and other regulations.

## Digital Transformation & HCM Global Solution Implementation

- Lead and support the implementation of a HCM Global Digital Solution in the region, ensuring smooth adoption and integration into HR operations.

Identify and leverage automation and digital tools to enhance efficiency, accuracy, and user experience.

Work cross-functionally with IT, HR, and business leaders to ensure



Job ID  
**REF81326D**

Arbeitsbereich  
**Personalwesen**

Standort  
**San Luis Potosí - Contitech**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Onsite Job**

Ansprechpartner  
**Felisa Espinosa**

Rechtliche Einheit  
**ContiTech Fluid Distribuidora, S. de R.L. de C.V.**

digital HR solutions support broader organizational goals.

Ensure that HR data is accurate and accessible, enabling data-driven decision-making.

## Ihr Profil

- **Education & Experience** - Bachelor's or Master's degree in HR Management, Accounting, Finance, Law Business Administration, or a related field. Minimum 5 years on the leadership positions in HR shared services, HR operations, or supplier management. Fluent in English and Spanish. Strong vendor management experience, with a background in monitoring supplier performance and ensuring SLA compliance.
- **Expertise in HR service delivery** - HR data administration, payroll, and labor law compliance across AMERICAS region (especially U.S. and Mexico).
- **HR Technology Expertise** - Understanding of HCM systems (e.g., SAP SuccessFactors, Workday, Oracle HCM) and their impact on HR Services Delivery.
- **Problem-Solving & Decision-Making** - Strong analytical skills to assess system issues and develop effective solutions.

## Unser Angebot

At Continental we are committed to building an inclusive and discrimination-free ecosystem in Mexico, these principles are rooted in our corporate philosophy and culture. Therefore, it is totally forbidden to request a pregnancy or HIV test as part of our selection processes.

#LI-FE2

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## Über uns

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent, and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.