

# HR Operations Manager

## Descrição da função

### HOW YOU WILL MAKE AN IMPACT

The HR Operations Manager role supports the delivery of HR services across the AUMOVIO locations within the country. This role focuses on ensuring efficient HR operations, compliance with company policies, local labor laws, and the continuous improvement of HR service delivery. The HR Operations Manager collaborates with internal stakeholders, performs BPO governance, and supports digital transformation initiatives to enhance efficiency and employee experience.

## Key Responsibilities

### HR Service Delivery, Governance and Processes

- Governance over the HR Service Delivery and processes in countries of responsibility ensuring consistent, timely, accurate and compliant operations.
- Regional process owner for defined HR process families (e.g. workforce data management, payroll, time management, HR services)
- Provide insights, support and guidance on HR services for locations in countries of responsibility.
- Develop and ensure standardized processes, as well as compliance with local labor laws, and corporate standards.
- Ensures process documentation is complete and up to date.
- Analyse, resolve or escalate HR service-related issues in countries of responsibility to ensure timely resolution.
- Ensure implementation of process key controls for the country to mitigate risks related to compliance, HR data security, GDPR and other regulations
- Drive process digitalization in countries of responsibility
- Provide support materials, training on tools and/or process in countries of responsibility
- Communication of changes and/or improvements via multiple platforms and/or mediums
- Government reporting

### Payroll Support

- Governance over specified countries' payroll to ensure compliance with the requirements, laws and regulations in force for the country.
- Conduct periodic audits to ensure that company payroll practices are compliant with all government regulations
- Verifies compliance with federal and state payroll requirements; stays



Identificação da vaga  
**REF86228N**

Área funcional  
**Human Resources**

Local  
**Auburn Hills**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Onsite Job**

Pessoa jurídica  
**Continental Automotive Systems, Inc.**

current with changes in the laws

## Vendor Management & Relationship Management

- Monitor the service delivery of the BPO and other vendors and address any service gaps.
- Act as the primary liaison with BPO provider and other vendors for defined countries and processes in the region and participate in regular meetings with the BPO provider
- Serve as the contact point for in-house HR Services in defined countries to ensure quality services are delivered on time effectively according to the agreed SLA and KPIs.
- Monitor and continuously improve Service Level Agreements (SLA 's) and performance metrics (KPIs)
- Be the first point of contact for change requests from the business in the countries of responsibility.

## System Support

- Manage change requests in accordance with business needs and legal requirements.
- First validation of change requests and forwarding to HR IT for further validation, documentation of change requests and system changes
- Monitor and describe legal regulation changes in the countries of responsibility and steer internal decision-making process with stakeholders.
- Final approval of system adjustments by the BPO, as well as communication and coordination of necessary tests by locations.
- Provide HR system support for defined HR systems in the countries of responsibility. Coordination of needed changes / adjustments.

## Project Management

- Lead or participate in HR projects related to system / process improvements / digitalization
- Coordinate and communicate with cross-functional teams, stakeholders, and employees to ensure project alignment and success.
- Ensure project documentation is complete, current, and stored appropriately.

## Requisitos

### WHAT YOU BRING TO THE ROLE :

- Bachelor's degree in business or a similar field or 7 years of relevant work experience in lieu of degree
- 7+ years of HR experience required
- 2+ years of managerial experience managing direct reports
- Microsoft applications (Word, Excel, and Powerpoint) intermediate level

- Must possess and embody highest level of professionalism and ethical standards.
- Must possess outstanding interpersonal skills, including skills in conflict resolution.
- Must be able to manage multiple projects with minimal supervision
- Must be able to work in a fast- paced environment and adapt to frequent interruption and change.
- Must have the ability to work with all levels of the organization

## **ADDITIONAL WAYS TO STAND OUT**

- Bachelor's degree in Human Relations preferred.

## **O que oferecemos**

### **THE PERKS**

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Volunteer Time Off (if applicable)
- Tuition Assistance
- Employee Discounts, including tire discounts
- Competitive Bonus Programs
- Employees 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

### **EEO-Statement:**

EEO / AA / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation,

gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 248.393.5566. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to take your career to the next level and join us at the start of something extraordinary? Apply now to become a part of our company and drive the future mobility together with us!

## **Quem somos**

Continental's Automotive group sector is expected to be listed as independent company "AUMOVIO" in September 2025. With ~93,000 employees worldwide and annual sales of ~€20 billion, we are entering an exciting new era.

AUMOVIO stands for highly developed electronic products and modern mobility solutions. In addition to its strong market position with innovative sensor solutions, displays, and technologically leading braking and comfort systems, AUMOVIO has significant expertise in software, architecture platforms and assistance systems for the rapidly growing future market of software-defined and autonomous vehicles. Our purpose is clear: to make future mobility safe, exciting, connected, and autonomous.