

# HR Services Delivery Specialist -Operations

## Responsabilități

### People Services with a Heart

As part of our HR team, we're seeking a skilled HR Services Delivery Specialist to manage, monitor, and support critical HR processes that remain in-house after outsourcing transactional services to a BPO. You'll work across Workforce Data Management, Time & Attendance, and Payroll, handling complex and sensitive cases, ensuring compliance, supporting audits, and leading internal coordination for legal, system, and policy changes.

### 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.
- Analyse, resolve or escalate HR service-related issues in countries of responsibility to ensure timely resolution.
- Align with HR Service Control & Compliance to mitigate risks related to 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

### 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 current with changes in the laws
- Payroll Taxes
- Social Security, Fonacot, Infornavit, State Taxes, etc..

## Cerințe

**Education & Experience** - Degree in Human Resources, Business Administration, Payroll, Finance, or related field. 3-5+ years of



Job ID  
**REF87069L**

ID poziție  
**Resurse Umane**

Domeniul de activitate  
**San Luis Potosí**

Nivelul de Leadership  
**Leading Self**

Flexibilitatea programului de lucru  
**Hybrid Job**

Persoană juridică  
**ContiTech Fluid Distribuidora, S. de R.L. de C.V.**

experience in HR operations, payroll, or shared services in a multinational setting. Experience working with HRIS and Payroll systems (e.g., SAP SuccessFactors, SAP HCM, Workday). Strong attention to detail, analytical mindset, and comfort handling complex scenarios and escalations. Effective communicator and collaborator across stakeholders, vendors, and external bodies.

**Fluent in English (additional languages are an asset).**

**Expertise with HR Services Delivery** - Knowledge of Workforce Administration, Time Management, and Payroll processes. Understanding of local labor law, social security, tax regulations, and compliance/audit standards. Experience in management of Payroll Vendors and governance.

## **Oferta noastră**

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

Ready to drive with Continental? Take the first step and fill in the online application.

## **Despre noi**

**OESL – Original Equipment Solutions, For Future Mobility.**

**Are you ready to move Forward Together with a global, dedicated, and experienced team?** Join us and take the opportunity to contribute to our future in the fundamentally changing automotive industry with your new role as Internal Control System & Audits Specialist (m/f/d) in the stand-alone Business Area Original Equipment Solutions.

## **Original Equipment Solutions**

With more than 15.000 employees and around 2 billion euros sales, present in 15 countries with 35 locations and tech centers – OESL is a global player in the automotive sector with extended material competence in rubber, plastic, and metal, serving all major OEM's and commercial vehicle customers' needs with millions of parts in high quality.