

Specialist HR Service Management EMEA

Ihre Aufgaben

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
- Tax credits
- Vendor Management & Stakeholder 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



Job ID
REF87373C

Arbeitsbereich
Personalwesen

Standort
Otrokovice 2

Leadership Level
Leading Self

Job Flexibilität
Hybrid Job

Rechtliche Einheit
Continental Barum s.r.o.

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.
- Country-Specific Responsibilities (Czech Republic and Slovakia)
- Implementation of legislative changes in the system - ensuring alignment of HR and payroll systems with Czech legal requirements and coordinating with relevant stakeholders and providers (e.g., BPO, HR IT).
- Support of processing of outgoing payments via MultiCash - uploading, checking, and approving payments processed by Accenture.
- Data Box administration - managing official communication via the Czech Republic's Data Box system, including message sorting and ticket creation for Accenture follow-up.
- Technical support for all HR-related systems in the Czech Republic - including issue resolution, access management, and coordination with HR IT or local vendors as required.
- Support activities for HR IT - assisting with testing, documentation, and communication during system upgrades or changes initiated centrally or locally.
- Harmonization of HR-related documentation across local entities - ensuring templates, policies, and process materials are consistent and compliant within the Czech and Slovak legal framework and aligned with regional standards.

Ihr Profil

- Degree in Economics, Social Sciences, Business Informatics, or a related field; or commercial vocational education with appropriate professional experience.
- Relevant professional experience in Human Relations in different functions
- Strong understanding of HR systems and processes, including experience with SAP HCM
- Strong stakeholder management
- Fluent English, both written and spoken
- Fluent Czech, both written and spoken
- Excellent communication and stakeholder management skills

- Strong organizational and analytical capabilities
- Team-oriented mindset with a high level of integrity

Unser Angebot

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