

HR Services Delivery Analyst * Temporary - 1 year Contract *

Your tasks

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.

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 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.



Job ID

REF90340C

Field of work

Human Resources

Location

San Luis Potosí - Contitech

Leadership level

Leading Self

Job flexibility

Hybrid Job

Contact

Sergio Gonzalez

Legal Entity

ContiTech Mexicana, S. de R.L. de C.V.

Your profile

Qualifications

Education & Experience -

- * Degree in Human Resources, Business Administration, Payroll, Finance, or related field.
- * 1+ years of 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.
- * Compensations and benefits expertise will be a strong plus.
- * Effective communicator and collaborator across stakeholders, vendors, and external bodies.

Fluent in English (additional languages are an asset).

- * **Strong knowledge 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.

Our offer

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-SFGO

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About us

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.