

# Specialist HR Service Management Americas

## Feladatok

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

## Profilja

Bachelor degree

Fluent english

Knowledge/ experience on: HR Service Delivery, Governance and Processes, Payroll, Vendor Management & Stakeholder Management, System Support and Project Management, SAP HCM experience

## Ajánlatunk

### Key Responsibilities

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

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.



Job ID  
**REF93174W**

Munkaterület  
**Humán erőforrás**

Telephely  
**Jundiaí**

Vezetői szint  
**Beosztott**

Munkahelyi rugalmasság  
**Hibrid munka**

Jogi egység  
**Continental do Brasil Produtos Automotivos Ltda.**

- 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

#### 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.

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## **Rólunk**

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