



Job Description

Job Title: Human Resources Assistant – HR Shared Services
Reference: HRC/171188
Department: HR Central **Reporting to:** Manager, HR Central
Location: Springtown, L'Derry **Date:** October 2017

Job Summary:

The role holder will provide administrative support within the HR Shared Service Centre EMEA (HR Central) team, providing HR information to internal customers.

KEY RESPONSIBILITIES:

- Administer HR manual & online transactions for core HR processes, manager actions & employee self service processes
- Provide general administrative support including filing, printing and photocopying
- Act as a tier 1 service specialist for HR Central customer calls & emails enquiries on general HR information, HR policies and processes, life event changes, benefits, etc. Customers include company employees (managers and individual contributors), vendors and other third-parties located in the region
- Maintain EMEA HR processes and support HR Leads and senior Staff to drive continuous improvement as necessary
- Support HR Central senior staff to collect and monitor operational performance and activity metric data
- Maintain or support the maintenance of personnel files including creating, archiving and retrieval, ensuring document compliance for EMEA locations through effective tracking
- Perform other human resource clerical or transactional support tasks as per instruction from management

The above statements reflect the general tasks, duties, activities and/or responsibilities necessary to describe this position and is not intended to set forth all of the specific requirements of the job. These job duties/responsibilities may change or vary in response to business needs