

JOB DESCRIPTION

Job Title: Sr. HRSC Specialist
Department: HRSC Americas

Reports To: HR Manager Service Lead
FLSA Status: Exempt

SUMMARY OF ESSENTIAL FUNCTIONS:

Smiths Group PLC is looking for a results driven, strategic thinking, bilingual (Spanish) Sr. HRSC Specialist with an HR Generalist focus to steer our Americas HRSC Support Center located in Somerset, NJ, toward service delivery excellence. The Sr. HRSC Specialist will act in a supervisory capacity and manage cases and handle phone inquiries within stated service level agreements (SLA). The HRSC Specialist will support our Mexico region and, as a matter of priority, he/she will lead the transition of case management/data input from Mexico to the US (Somerset, NJ) Support Centre. The Sr. HRSC Specialist will be a Point of Contact (support) for a specific business division and provide back up support to other divisions. The Sr. HRSC Specialist will guide, support, design, maintain and administer HR programs; employee relations, policies and procedures while providing general human resources services to respective stakeholders, line managers and employees across the US, Canada, and Mexico.

SPECIFIC DUTIES, ACTIVITIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Data entry and maintenance on ADP/HRIS and SAP systems to include security, data entry, configuration and auditing to support HR functions
- Respond to phone inquiries via Aastra
- Act as leader and role model and strive to achieve and sustain service delivery excellence and meet or exceed stated Service Level Agreements (SLAs).
- Assess and re-engineer and document HRSC processes to add value and create efficiencies within the HRSC
- Train co-workers on HRSC policy and procedures
- Train co-workers on case management systems, data warehouse, payroll systems and BIS system
- Maintain Organization charts and distribute where necessary
- Facilitate virtual new hire orientations for all divisions
- Provide general human resource services to the respective business partners, line managers and employees, answering HR process and policy related questions and follow through to swift resolution
- Develop and maintain internal relationships and partnerships with global and cross divisional Human Resources Service Centers to ensure consistent and efficient delivery of HR tasks

- Serve as the primary point of contact and support for Mexico HRSC: all HRIS systems, policy and procedures, staffing, training, joiners & leavers
- Serve as primary contact for Mexico employees regarding HR related policies and procedures, on-boarding and exiting
- Handle employee relations issues for assigned client groups, escalating complex or unique employee relations situations to HRSC Management and/or appropriate regional HR Manager.
- Partner with the HRIS Centre of Excellence (COE) and participate and serve as a key contributor for HRSC related implementations (Neocase, SAP/ADP, Manager Self Service, Employee Self Service). Recommend cost effective system enhancements for HR systems
- May serve as the HRIS (GlobalView) “SuperUser” and HRIS specialist requiring advanced knowledge of system requirements and capabilities. Conduct HRIS systems training and communicate system changes to HR Shared Service staff
- Conduct data quality audits and notify HR Service Manager of potential problems that will prevent the team from meeting Service Level Agreements
- Identify purpose, maintain and implement processes/forms
- Act as a steward of the organization to help foster a positive employer brand
- Proactively encourage the use of the HRSC telephone helpline and email infrastructure intranet (MyHR) as an initial source of data for both employees and managers to refer to
- Provide support to identify, analyze and educate customers on additional informational resources available.
- Assist in reports, logs and tracking of the organization’s recruitment effort along with the development of forms, job descriptions, policies, procedures, and orientation and training programs.
- Ensure accurate, up-to-date, employee information within the service center
- Data entry and maintenance on ADP/HRIS and SAP systems to include security, data entry, configuration and auditing to support HR functions
- Comply with and ensure department compliance with Company health, safety and environmental policies.
- Support field HR with virtual Employee relation issues
- Other duties as required.

POSITION REQUIREMENTS:

Education/Training:

- Bachelors degree in HR or related field

Experience:

- Minimum 5 – 10 years broad HR experience

Knowledge/Skills:

- Thorough knowledge of concepts and practices within the HR function and compliance requirements

- Previous supervisor experience
- Previous customer service experience supporting multi-site or remote clients
- Ability to effectively present information and respond to questions from employees, managers, clients, customers, and the general public.
- Knowledge and experience in technologies, tools and applications, such as ADP products, HRIS systems, SAP, GlobalView, Taleo, Astra, and SharePoint
- Ability to analyze basic issues and determine appropriate solutions
- Ability to recognize and handle sensitive or confidential information appropriately
- Candidate must have a strong customer-service orientation, be organized, flexible, detail oriented, proactive and maintain a high level of personal credibility.
- Excellent communication and PC skills in MS Office (Excel & Word a MUST).
- Fluent in Spanish