

**WE'RE
HIRING!**

HR Representative

Trizma is a Business Process Outsourcing company, and Customer Care is our core. Individual dedication, team expertise, and passion involved in each interaction with clients and customers represent our commitment to reliable service delivery.



HR representative interacts with managers, prospective candidates and employees via e-mail, web requests, live chat and phone. The primary responsibility of the role is to respond to inquiries regarding HR policy and procedure the HR Central Portal and HR self-service forms associated with particular HR transactions.

This work will include:

- Direct collaboration with managers, candidates and other HR staff
- Accepting and routing requests for assistance over the telephone, via e-mail, via live chat, and through web forms; Working directly with customers to resolve recurring or standard problems
- Ensuring global processes are aligned with the HR model and structure maximizing efficiency through the use of HR portal technology, HR Central and subject matter experts.
- Key HR Projects and Initiatives: Participating and assisting in the direction of various projects, providing oversight and/or coordination of key projects within the HR Operations team
- HR Operations Technology: Assisting with the facilitation of the design of HR Operations technology tools to ensure they meet the needs of the organization.
- HR Operations Service Delivery Education & Training: Training new talent and educating current talent relative to ongoing upgrades and changes, including developing accurate and updated documentation.
- Gathering information and recording data in HR tools
- Monitoring transaction status and escalates transactions, as necessary; responding to client inquiries relative to the staffing function including completion of forms and documentation, preparing error-free written communication including e-mails and letters, following up with candidates relative to pre-hire documentation, and escalating, as necessary, to other parties
- Following up with customers to ensure completion of tasks within specified performance parameters
- Generating daily and weekly incident reporting; Reviewing incident history to determine recurring faults
- Providing feedback regarding the accuracy of internal knowledge articles and other customer contact tools
- Translating/creating documents, as necessary

Qualifications and special skills required:

- High School diploma
- A Bachelor degree in Human Resources or related field (Social Science and Humanities) is preferred
- Experience in administration, HR operations or an internship in those fields
- Advanced knowledge of the English language
- Proficiency in Microsoft Office such as Word, Excel & Outlook
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community
- Attention to Detail and Organization

We are offering:

- Career and skills development opportunities and trainings
- An international and diverse work atmosphere
- A competitive salary packages
- Casual workplace environment
- 40-hour work week (8AM-4AM, 9AM-5PM)