

HR Specialist

Location: KL Hub

Reporting to: Head of Global HR Operations

Job Overview

The HR Specialist will play a key role in supporting and executing HR Operations activities across the employee lifecycle while ensuring high-quality HR service delivery to employees and stakeholders.

This role is responsible for managing HR operational processes in compliance with local legal requirements, internal policies, and global HR standards. The HR Specialist will work closely with internal stakeholders, payroll vendors, managers, and employees to ensure smooth and efficient HR processes across supported countries.

At the initial stage, the role will also take ownership of **end-to-end recruitment activities during the first 6–9 months**, supporting full hiring processes across assigned countries before gradually transitioning into a stronger focus on HR Operations scope.

The position requires strong coordination skills, attention to detail, customer service orientation, and the ability to work in a dynamic international environment.

Main Responsibilities

- Coordinate and manage employee lifecycle activities in SuccessFactors and collaborate with relevant stakeholders across DHI entities.
- Deliver HR services in accordance with agreed Service Level Agreements (SLAs).
- Support HR administration activities for assigned countries, including **end-to-end recruitment activities (initial 6–9 months), personnel administration, and local HR processes**, before transitioning focus toward HR Operations.
- Ensure all HR activities are aligned with global HR policies, guidelines, local legal requirements, and payroll vendor processes.
- Prepare employment contracts, addendums, and onboarding documentation while ensuring a smooth onboarding experience for new employees.
- Support recruitment-related activities, including job posting, interview coordination, candidate screening, stakeholder communication, recruitment documentation, and onboarding preparation.
- Manage employee job changes in SuccessFactors and related HR systems.
- Coordinate with external stakeholders for immigration, relocation, and training-related matters when required.
- Handle employee termination processes and coordinate asset collection activities.
- Maintain and ensure data accuracy and quality in SuccessFactors and related HR systems.
- Support monthly reporting and ad-hoc HR reporting requests.
- Handle employee and manager queries through ServiceNow and provide timely, professional, and high-quality support.
- Support testing activities for new functionalities and implementations in SuccessFactors and ServiceNow.
- Support knowledge management activities, including article creation, updates, translations, and feedback analysis.
- Monitor HR data quality and proactively identify and resolve potential issues.
- Ensure compliance with DHI policies, procedures, and operational guidelines.
- Execute tasks according to SOPs and operational KPIs.
- Analyze and resolve common HR inquiries using established processes and guidelines.
- Deliver excellent customer service and continuously seek opportunities to improve employee satisfaction.
- Develop, maintain, and improve Standard Operating Procedures (SOPs).
- Identify opportunities for process improvement, standardization, and automation.

- Participate actively in company trainings and learning initiatives to support continuous professional development.

Location & Mobility

The role is based in the KL Hub.

Skills, Knowledge & Experience

Education

- Bachelor's Degree in Human Resources, Business Administration, or a related field.
- Equivalent HR experience may also be considered.

Experience & Knowledge

- 2–3 years of experience in HR Operations, HR Administration, HR Shared Services, or HR Generalist roles.
- Previous experience in recruitment activities, including interview coordination, onboarding preparation, and stakeholder management.
- Hands-on experience supporting HR operational processes across the employee lifecycle.
- Experience in employee data management, payroll coordination, contract administration, and HR systems support.
- Experience supporting HR processes on a regional or international level is an advantage.
- Understanding of HR Operations processes and service delivery models.
- Familiarity with HR systems such as SuccessFactors and ServiceNow is advantageous.
- Experience handling employee queries within a shared services or centralized HR Operations environment is preferred.
- Continuous Process Improvement mindset is highly preferred.
- Awareness and understanding of data privacy regulations (e.g., GDPR) is beneficial.

Language Skills

- Strong written and spoken English.
- Additional language skills relevant to the supported countries are an advantage (e.g., Polish, Czech, Hungarian, etc.).

Personal Characteristics

- Excellent communication and interpersonal skills.
- Customer-focused mindset with strong service orientation.
- Comfortable working in an international and multicultural environment.
- Adaptable and able to work effectively in a changing environment.
- Proactive mindset with an interest in improving and building processes.
- Strong problem-solving and analytical skills.
- Strong team player who can also work independently when required.
- High attention to detail and organizational skills.