



HR Service Desk Analyst

Location: Selangor, Malaysia

Company presentation:

A world leader in gases, technologies and services for Industry and Health, Air Liquide is present in 72 countries with approximately 67,800 employees and serves more than 4 million customers and patients. Oxygen, nitrogen and hydrogen are essential small molecules for life, matter and energy. They embody Air Liquide's scientific territory and have been at the core of the company's activities since its creation in 1902.

Entity and activity description:

The APAC Global Services (AGS)'s ambition is to deliver sustainable performance through operational excellence, while identifying and implementing disruptive and innovative digital solutions that offer the business a competitive advantage tomorrow. Air Liquide APAC Procurement Organization is evolving and strengthening its team in Asia Pacific with the aim to build and operate a world-class Global Procurement Organisation, sharing common processes and methodologies, building trust with internal stakeholders and generating solid results through negotiations and cooperation with Suppliers. Digital technologies are also an important enabler to increase the contribution to efficiency and performance.

How Will You Be Contributing to Our Success?

- Help and educate HR Shared Service Centre customers to navigate through Tier 0 (self-help) materials & functionality where assistance is required.
- Resolve enquiries leveraging on knowledge base documents (e.g. FAQs, job aids, policy documents, etc) within the agreed service levels as defined in the Service Level Agreement.
- Provides regular status updates to customers and maintain customer contact until request is resolved and actively follow up on outstanding items and obtain feedback on resolution from the customers.
- Guide customers through troubleshooting, navigating the company systems or services.
- Assume ownership for cases and update the resolution accurately and on a timely basis in the case management system.
- Properly escalate complex enquiries to the next level of support or relevant subject matter experts.
- Helps to identify gaps in current knowledge base and processes and highlight for improvements, actively participate in process / system enhancement.



HR Shared Service Transition

Support the setup activities of a HR Shared Service which includes the following but not limited to:

- Transition activities across SEA ensuring compliance to standardized processes as well as statutory regulations.
- Support the implementation of HR Shared Services supporting tools and technologies
- Support key activities (i.e. training and etc) for a successful transition to the shared service center.

Who Are We Looking For?

- 0 - 3 years experience in a shared service centre or customer service oriented environment, preferably in a HR services environment. Fresh graduates are welcome to apply.
- Degree in Human Resource Management/Business Administration or equivalent.
- Comfortable working in a fast-paced environment.
- Strong communication skills in English & Mandarin, both written and spoken as the role requires candidates to manage Mandarin speaking stakeholders/employees.
- Great active listening skills, customer focus and adaptability to different personality types.
- Ability to multitask, set priorities and manage time effectively.
- IT savvy and resourceful on leveraging various tools (knowledge management, document management, HR systems) to obtain required information to resolve queries and issues.
- Knowledge and skill in the use of Microsoft Office / Google suite of software / Workday / ServiceNow / 3CX.



Why work with us?

- Be part of the team - make positive impact for a sustainable future
- Work with dynamic multinational team of more than 14 nationalities
- Collaborative and empowered work culture
- Challenging assignments and career growth opportunities
- Continuous learning & development opportunities
- Hybrid work arrangement
- Vibrant and engaging workspace (PS4, massage chairs, pool table, board games, foosball, free flow of snacks and drinks)
- Monthly NICE Program activities for team bonding and well-being lifestyles

Learn more about us:

Website: <https://www.airliquide.com/>

Follow our LinkedIn page for latest updates:

 <https://www.linkedin.com/company/airliquide/>