

AIG Shared Services (M) Sdn Bhd (887191-D)

Job Title:	HRSS Customer Advocate – Japanese Speaker
Job Description Summary:	The HR Shared Services Customer Advocate resides within Tier 2 of HRSS and is responsible for managing customer queries, resolution of complaints and escalations and employee data management.
Duties	<ul style="list-style-type: none"> • To be the main contact for the customer in handling a question or problem and keeping the customer updated with timely and frequent updates as to the progress of resolving the issue. • Accurately handles processing of transactions related to new hire, terminations, personal and job changes by using Salesforce.com and Workday. • To facilitate a resolution by bringing together the appropriate department heads/COE/HR Business Partners/business groups. • To implement a procedure that ensures the problem does not occur again or recommends products or services to better meet customers' needs. • Resolves complex inquiries and requests that are escalated through other support groups within HRSS. • Conducts or assists with complex issues, transactions and policy interpretation to resolve issues, recommends solutions and assists with facilitation of resolution. Documents findings and final status in case management system. • Work closely with regional representatives/business process owners to analyze and verify HR Shared Services' ability to support business processes (including current, new and revised). • Monitors and ensures cases assigned to Tier 2 meet SLA. • Assumes ownership of escalated complex cases assigned and monitors the status in the case management system. Updates other systems as required. • Ensures actions are in compliance with Company policies and procedures and to local, state, and federal employment law.
Minimum Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in HR, business management, or related field. • Fluent in spoken and written Japanese language. Able to demonstrate Japanese language proficiency Level at N1/N2 level based on the Japanese Language Proficiency Test. • 3+ years of diverse cross-functional HR experience as a strong performer within a large organization. • Experience in HR Shared Services is preferred. <ul style="list-style-type: none"> ○ Exposure in HRIS tools (PeopleSoft / SAP / Workday). ○ Case Management experience (CRM tools). • Proven organizational and project management skills, including attention to detail and a demonstrated ability to manage multiple projects and tasks. • Ability to adapt to a rapidly changing environment. • Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Visio). • Demonstrated ability to maintain confidentiality and handle sensitive situations with solid judgment and discretion is critical. • Excellent verbal communication including proper grammar, tone, and a clear speaking voice to ensure solid communication with the customer via phone and in person. • Excellent written communication skills including proper grammar and correct sentence structure to document cases in the case management system and communicate with customers and employees via email. • Must be able to successfully interact with various levels within the organization • Ability to work independently with virtual teams and with minimal direct supervision. • Strong analytical and problem solving capability.
Others	<ul style="list-style-type: none"> • Working hours 8am – 5pm (Mon – Fri) • Work location : Puchong Financial Corporate Centre (PFCC), Bandar Puteri Puchong • Observe Japan Public Holiday

Interested please call/sms/whatsapp
Shashi at 012-9032344 or email to **Shashidharan.Vellasamy@aig.com**