

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

Job Title:	Senior HRSS Advisor – Japanese Speaker
Job Description Summary:	The HR Shared Services (HRSS) Senior Advisor resides within Tier 1 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 provide Quality customer service in response to inquiries received 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 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.
	<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 N2 or N3 level based on the Japanese Language Proficiency Test. • 1+ year of diverse cross-functional HR experience as a strong performer within a large organization will be an added advantage. • Experience in HR Shared Services will be an added advantage. <ul style="list-style-type: none"> ○ Exposure in HRIS tools (PeopleSoft / SAP / Workday). ○ Case Management experience (CRM tools). • 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 • Strong customer service skills. • Strong negotiation and conflict resolution skills. • 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**