

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

<b>Job Title:</b>	<b>Senior HRSS Advisor – Japanese Speaker</b>
<b>Job Description Summary:</b>	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.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Accurately handles processing of transactions related to new hire, terminations, personal and job changes by using Salesforce.com and Workday.</li> <li>• To implement a procedure that ensures the problem does not occur again or recommends products or services to better meet customers' needs.</li> <li>• Resolves complex inquiries and requests that are escalated through other support groups within HRSS.</li> <li>• 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.</li> <li>• 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).</li> <li>• Monitors and ensures cases assigned to Tier 2 meet SLA.</li> </ul>
	<ul style="list-style-type: none"> <li>• Bachelor's degree in HR, business management, or related field.</li> <li>• <b>Fluent in spoken and written Japanese language.</b> <b>Able to demonstrate Japanese language proficiency Level at N2 or N3 level based on the Japanese Language Proficiency Test.</b></li> <li>• 1+ year of diverse cross-functional HR experience as a strong performer within a large organization will be an added advantage.</li> <li>• Experience in HR Shared Services will be an added advantage. <ul style="list-style-type: none"> <li>○ Exposure in HRIS tools (PeopleSoft / SAP / Workday).</li> <li>○ Case Management experience (CRM tools).</li> </ul> </li> <li>• Ability to adapt to a rapidly changing environment.</li> <li>• Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Visio).</li> <li>• Demonstrated ability to maintain confidentiality and handle sensitive situations with solid judgment and discretion is critical.</li> <li>• Excellent verbal communication including proper grammar, tone, and a clear speaking voice to ensure solid communication with the customer via phone and in person.</li> <li>• 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.</li> <li>• Must be able to successfully interact with various levels within the organization</li> <li>• Strong customer service skills.</li> <li>• Strong negotiation and conflict resolution skills.</li> <li>• Ability to work independently with virtual teams and with minimal direct supervision.</li> <li>• Strong analytical and problem solving capability.</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Working hours <b>8am – 5pm (Mon – Fri)</b></li> <li>• Work location : <b>Puchong</b> Financial Corporate Centre (PFCC), Bandar Puteri Puchong</li> <li>• Observe <b>Japan Public Holiday</b></li> </ul>

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