

开发创新疗法是科学领域中最具挑战性、最重要和最有个人价值的领域之一。在我们追求将创新科学转化为患者价值的过程中，成为阿斯泰来的一员是一个令人兴奋的时刻！我们是一家拥有独特的合作和以患者为中心的文化的公司。

现对以下职位进行公开招聘，欢迎符合条件的同事投递简历或推荐外部候选人。

**职位名称：People Services Operations Administrator**

**部门：HR Service Delivery**

**直线经理：People Services Operations Team Supervisor**

**工作地点：Dalian**

#### **Purpose and Scope:**

The People Operations Advisor plays a crucial part in maintaining employee satisfaction by ensuring accurate and timely support to the organization and its stakeholders. The role will work closely with the People Services Operations team, and other stakeholders to ensure compliance with all applicable laws and regulations.

#### **Responsibilities and Accountabilities**

- Accountable for the delivery of a consistently excellent customer experience in end-to-end lifecycle query resolution
- Accountable for maintaining process, policy and procedural knowledge to ensure accuracy of advice provided to customers
- Accountable for the execution of administrative processes across the scope of services provided by People Operations

- Work with wider People Team to execute all related HR related activities that impact HR processes either delivered by HR outsourced vendor or retained service
- Provide functional/country specific expertise regarding HR processes and Systems
- Accountable for analysing customer requests that cannot be resolved and suggesting improvements to improve service quality
- Accountable for ensuring that query resolution meets and exceeds agreed service level agreements and internal performance measures.
- Accountable for the maintenance and integrity of HR data both on and off systems
- Act as the escalation point responsible for the accurate resolution of HR queries from internal and external customers
- Deliver sound and accurate process and policy advice, building effective relationships with customers in the process
- Follow up on customer queries that have not been immediately resolved and retain ownership of requests escalated from the vendors/stakeholders
- Partner with key stakeholders to update knowledge materials to drive self service
- Gather data in line with customer queries and requests
- Support and coach customers in completing transactions on the HR portal and other relevant online tools, systems and applications
- Ensure that queries are answered in a professional and efficient manner
- Execute administrative processes across the entire HR employee lifecycle
- Actively monitor and identify opportunities for improvement across HR policies, processes and knowledge management tools
- Collate and escalate business feedback on HR policies and processes as necessary

- Ensure that risks, issues or concerns are escalate to the People Operations Team Supervisor in a timely manner
- Where HR systems are not available - create and maintain a manual employee and position database to inform execution of Payroll and satisfy agreed reporting requirements
- Where HR systems are available – perform data changes in the relevant HR systems
- Maintain the integrity of HR data by ensuring it is accurate, up-to-date and consistent through regularly auditing and cleansing activities
- Provide HR data and basic reporting support to employees, managers and other areas of HR as required

#### **Ways of Working:**

- Work supportively and collaboratively with other teams
- Place the customer at the heart of the process to ensure an exceptional customer experience
- Build relationships and trust with internal and external customers
- Where appropriate coach customers on processes and policies
- Adopt a continuous improvement mind-set, identifying opportunities to improve the service further

#### **Required Experience & Skill requirements**

- Min 3 years of relevant experience
- Strong knowledge of HR regulations and Labor Law
- The ability to develop a truly customer centric environment is important as well as experience in high quality operational HR processes that support our business.
- Experience of working with an outsourced and in-house HR Service Delivery model
- Expertise in MS Office (especially Excel, Access)

- Proven ability to influence diverse senior stakeholders.
- Fluent in written and verbal business English
- Ability to cope within a fast paced, growing and changing environment.
- Able to manage high volumes of work and prioritise effectively.
- Demonstrate excellent customer service skills.
- Ability to quickly build relationships and credibility.
- Strong analytical and problem-solving skills with the ability to identify root causes and act accordingly.
- Relevant additional languages as required (mandatory)

**Preferred Qualifications:**

- Bachelor's degree in Human Resources, or a related field
- Experience with benefits administration
- Knowledge of Continuous improvement methodology

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