



OPS-TMP-030

Job Description - Service Delivery Partner - HRO



Neeyamo Enterprise Solutions

1.0 Job Description – Service Delivery Partner

Neeeyamo is a high growth, truly global premier provider of best in class HRO solutions. We offer flexible role in a leading global organization which is an ideal opportunity for candidate keen to develop valuable skills. If you are studying and looking for a flexible role in the HR industry that will provide you with essential skills for your future, this could be the perfect opportunity for you!

We provide full training all we ask is that you bring a go-getter, can-do attitude! Great growth opportunity and work culture is offered. Neeeyamo gives you fantastic career path opportunities to truly develop a long-term career. Being one of the first employees of our Mexico entity, you will have the opportunity to grow with the organization and be involved in a global network

1. As an HRO Service Delivery Partner, what you'll do:

- Regular tracking of HR Queries from employees and closing the same within desired timeline as per the defined SLA
- Responsible for Timely Escalation of anomalies so that further action is taken
- Facilitation of smooth service delivery of in scope HR Processes
- Ensuring process compliance is achieved
- Adhere to the process guidelines published and amended from time to time
- Following Quality processes thoroughly – checklists, Standards etc
- Resolving queries on calls, emails, and tickets
- Maintaining the reports of the queries received and raised internally
- Ensuring Data security compliance
- Adhering to Company Policies, Rules and Regulations
- Adhering to Work Timings, Leave Schedule

2. Skills we're looking for:

- Research Skills
- Interpersonal Skills
- Verbal and Written Communication
- Client Relationship Management Skills
- Problem Solving Abilities
- HR Domain Knowledge
- Technology Savvy

3. Qualifications and Technical Competencies Required

Education – Fresh Graduates

Technical Competencies: (Job related)

- MS Office

If you are looking to be part of a fast growing & leading global HR and payroll organization with multiple challenges & fast growth opportunities, then Neeeyamo is the just the place for you!