

MyHR Subject Matter Expert Jobs in Dubai | Serco Careers

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Company: Serco

Location: Dubai

Category: other-general

1- MyHR Subject Matter Expert

Job: Full Time

Location: Dubai, UAE

Description:

Serco is looking to hire a Subject Matter Expert; someone who is proactive, initiative driven and is responsible for the delivery and coordination of MyHR transactional services (payroll, OM, Helpdesk and Employees' records management) between the onshore and offshore HR Shared Services teams by implementing effective and efficient processes and solutions. Coordinating day to day operations, issue resolution and ad hoc training/knowledge transfer.

Job Responsibilities:

Provide payroll related support to the offshore payroll team to enable accurate and timely pay of all employees.

Ensures transactional process documentations (LWI's) are developed, maintained and implemented for all MyHR processes. Working with appropriate stakeholders to ensure timely and complaint management of the above.

Supports internal and external audit of offshore MyHR and their services, while ensuring control environment meets our standards.

Responsible for effective and timely knowledge transfer to the offshore MyHR team of new requirements and/or improved processes and ways of working; ensuring full awareness

and comprehension of process requirements to deliver compliant services in line with SLA's.

Job Requirements:

A minimum of 3-5 years' experience working on HR transactional services including payroll and helpdesk.

Experience of working remotely with other team members.

Experience and understanding of dealing with customers and conflict resolution techniques.

#J-18808-Ljbffr

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