

## **JOB DESCRIPTION**

**Role:** HR Service Delivery Manager  
**Reports to:** Managing Director  
**Location:** Various global destinations

### **The Role**

This is an exciting position for an experienced HR professional with an entrepreneurial mindset who is willing to embark in a start-up of an international HR service provider company in a new country.

The role of a HR Service Delivery Manager is to support the company to set up the legal entity in the designated country at the beginning of the setup stage. He/She will take care of administration management, client relationship management and operational management of the company at the setup stage. At the same time, he/she will act as the main contact and provide our company products and services to BIPO clients in the designated country.

### **Locations**

- Istanbul, Turkey
- Dubai, UAE
- Mexico
- The Netherlands
- Germany
- France
- Switzerland
- Czech Republic
- Hungary

### **Responsibilities**

- Manage the operational aspects of payroll processing and associated activities, including salary disbursement, overpayment recovery, leave management and reporting are accurate and delivered within appropriate timeframes and comply with relevant legislation
- Direct the payroll function from start to finish including payroll entry, systems design, and the establishment and review of payroll policies and controls to ensure accurate, timely, and efficient payroll operation
- Work closely with the Project and R&D teams to design and improve the HRIS performance for our clients
- Provide human capital management advisory services to the clients
- Assure the quality of HR project is conformed with each client's requirements
- Be a professional consultant and lead the team to handle all employment and training visa applications and extensions processes for our clients



Make Life Easier.

- Liaise with clients to formulate HR strategic and practical plans to address human resource matters including but not limited to:
- Provide guidance and ensure clients' HR policies and practices are fully complied with local labor ordinance and other related rules and regulation
- Conduct HR related analysis, develop reports and present insights to clients where it is necessary
- Act as the key account manager for client communication, quotation preparation and client visits
- Attend meetings as necessary and assisting with HR projects

### **Technical Skills and Competencies**

- Familiar with local labour laws and regulations in the designated country
- Excellent communication, interpersonal and multi-stakeholders/client management skills
- Client service centric mindset
- Independent and detail-oriented, able to work in fast-paced environment
- Ability to perform under pressure and limited time and resources
- Responsive and deadline oriented with a sense of urgency
- In-depth knowledge of HR principles, functions, methods, and best practices
- Organized and analytical, able to eliminate obstacles through creative and adaptive approaches
- Able to communicate effectively with all levels of management
- Adaptable to different work situations and with a strong entrepreneurial mindset
- Flexible and yet strong decision-making ability with a consensus approach

### **Relevant Experience & Qualifications**

- Bachelor's degree holder in Human Resource or any relevant field
- Minimum 5 years' relevant working experience as HR Generalist or HR Consultant
- Hands-on experience in Payroll, Comp & Ben and client management experience
- Experience in using HRIS, Workday or related HR system is a plus
- Prior experience working for a HR services outsourcing provider company a plus
- Fluent in English and the local language, and/or one Asian language preferred
- Willing relocate to the designated city / country of work
- Willing to embark in a start-up environment

### **Useful links**

- Website: [www.biposervice.com](http://www.biposervice.com)
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact: [asean.hr@biposervice.com](mailto:asean.hr@biposervice.com)



## About BIPO

At BIPO, our passion for technology and innovation empowers businesses across the globe with increased efficiency and convenience.

Our enterprise-ready **Human Capital Management (HCM) solution** automates HR processes, simplifies workflows, and delivers actionable insights to build the best employee experience. Complemented by our **global payroll outsourcing** and **Employer of Record (EOR)** services, we support businesses to manage today's global workforce.

Established in 2010, headquartered in Singapore, we are better connected to support your payroll and people solutions needs through a global network of 40+ offices, four R&D centres, and business partners across 100+ markets.

## Our products & services

- Human Capital Management (HCM)
- Global Payroll Outsourcing
- Employer of Record (EOR)