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## **Job Title: Associate HR Advisor**

### **Location: Taipei, Taiwan**

#### **A Little About Us**

The HRAnswers Advisors team acts as the first point of contact for all clients. Our goal is to support our clients by providing them with quick, friendly and accurate information in relation to all of our HR services, policies and systems, allowing our clients can focus on what matters most to them!

#### **A lot About You**

We are seeking to hire an Associate Advisor to join our HRAnswers team as we continue to expand and grow our customer support teams globally. This is a client facing role working directly with our managers and employees.

#### **Your Day**

- Answer questions in the queue in the Service Now system.
- Provide root cause analysis and systematically solves customer queries and issues.
- Responsible for managing, tracking, closing and reporting progress on HR issue resolution.
- Set and manage customer expectations and educates on available self-service capabilities as appropriate.
- Support managers on implementation / execution of core HR programs.
- Support cross-team HR projects, programs or initiatives either locally or regionally/globally.

#### **You Must Have**

- HR domain knowledge with at least 1 years experience in a client facing HR role
- Good customer service skills with a continuous improvement mentality
- Ability to solve issues in a decisive way, exercising good judgment
- Good communication skills with the ability to partner with multiple HR colleagues, partners and clients internationally
- With disability identification or (and) certification

#### **Preferred Qualifications**

- Educated to degree level (BA/BS Degree)
- Experience with HR Management Systems
- Intermediate level skills in Microsoft Office
- Median English ability is preferred

**Apply:** Please email your latest resume to HR/Sunny Chang <han-ching.chang@verizonmedia.com>