

## HR Administration Officer with German

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Company: IBPM

Location: Poland

Category: business-and-financial-operations

HR Administration Officer with German - Krakow

117948BR

Job Description

**Currently we are looking for the candidate for the position of: HR Administration**

**Officer with German Location:** Kraków: Infosys Poland Sp. z o.o. Oddział w Krakowie

### **Key responsibilities:**

- Managing assigned HR related tickets in a timely manner, ensuring customers are kept up to date
- Ensuring all queries are logged accurately in ticketing system
- Categorizing cases and assigning them to proper Agent
- Taking ownership of addressed by the Client issues
- Executing proper follow up to escalated cases
- Continuously contributing towards our service guides and knowledge
- Participating in process related calls with the Client
- Answering incoming calls – service line
- Meeting objectives and SLA

### **Requirements:**

- English language level on at least B2, German - on C1
- Good MS Excel and Word skills
- Good communication and analytical skills

- At least secondary school diploma
- To be able to anticipate customer needs and solve problems proactively

**Corporate/Customer Service/HRO/Payroll experience will be a great asset!**

**Higher education degree in related area will be an advantage!**

**We offer to the candidates:**

- Working for prestige Client
- Great atmosphere
- Set of social benefits to choose from
- International projects
- Opportunity to develop your career!
- Hybrid working model (2 days from the office in Cracow)/remote

**If you are interested in our offer, would like to develop your professional career in Infosys Poland,**

**please do not hesitate to send us your resume.**

Country

Poland

Interest Group

IBPM

Company

IBPO Poland

Role Designation

232ASRPREX Senior Process Executive

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