

## Human Resources Services Associate

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Company: Equinix

Location: Warsaw

Category: other-general

### Who are we?

Equinix is the world's digital infrastructure company®, operating over 250 data centers across the globe. Digital leaders harness Equinix's trusted platform to bring together and interconnect foundational infrastructure at software speed. Equinix enables organizations to access all the right places, partners and possibilities to scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value, while supporting their sustainability goals.

A career at Equinix means you will collaborate on work that impacts the world and be surrounded by endless opportunities to learn new skills and grow in varied directions. We embrace diversity in thought and contribution and are committed to providing an equitable work environment that is foundational to our core values as a company and is vital to our success.

Human Resources Services Associate

### Job Summary

The HR Services Associate (Senior Support level) is a skilled specialist that works on assignments requiring considerable judgement. Responsible for the execution of all HR services and processing queries up to Tier 2. May assist with special projects. Determines methods and procedures on new assignments.

### Responsibilities

Life Cycle and System Updates

Executes Tier 2 processes, such as Payroll, Benefits, Compensation and LOA's

Resolves atypical issues and is likely to act as a resource to others, utilizing knowledge to find the best solution to the employee's query

Understands trade offs and when to escalate

Is a skilled specialist at recognizing and providing solutions to employee questions

Manages HR Systems data and files, ensuring accuracy, completion, and that all are up-to-date

Reacts quickly to HR Systems updates and ensures data accuracy, engagement in system UAT

Provides standard reporting to HR stakeholders and line manager-

Understands end-to-end processes deeply and can easily assist in all steps of a multiple step process. Supports full region and global processes

Handles sensitive and/or complex queries

COE Process Expertise

Has a specialized understanding of programs and COE processes

Able to answer COE type queries, guide line managers and employees to relevant information and escalates if appropriate

Able to handle complex COE processes

May help in COE process design and project support

Operational Excellence

Assists with and identifies maintenance of HRS knowledge library including replacement of translated content

Facilitates knowledge base and multiple HR Systems navigation to resolve assignments requiring considerable judgement for employee and manager queries including Workday and the HR library

Understands and executes on SLA and KPI's and helps distribute cases

Provide excellent customer service, high quality resolution and consistent support of standard processes by following documented work instructions and ways of working guidelines. Recommends updates accordingly

Understands, follows, and executes compliance requirements for reports and tasks for SOX, Employee Data Governance and other policy requirements

Ensures data accuracy and integrity with all transactions, communications and stakeholder support

Serves as first point of escalation or direction for operational process questions within the team and helps ensure others are following WOW, SLAs, KPIs etc.

Project Management

Expected to participate in special projects for varying size

### **Qualifications**

Bachelor Degree preferable

Proven years of related experience, or equivalent experience preferred

Fluent in English and Polish

Additional language desirable

Equinix is committed to ensuring that our employment process is open to all individuals, including those with a disability. If you are a qualified candidate and need assistance or an accommodation, please let us know by completing .

Equinix is an Equal Employment Opportunity and, in the U.S., an Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to unlawful consideration of race, color, religion, creed, national or ethnic origin, ancestry, place of birth, citizenship, sex, pregnancy / childbirth or related medical conditions, sexual orientation, gender identity or expression, marital or domestic partnership status, age, veteran or military status, physical or mental disability, medical condition, genetic information, political / organizational affiliation, status as a victim or family member of a victim of crime or abuse, or any other status protected by applicable law.

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