

## **HR Analyst I with Ukrainian language (Colleague Services team)**

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At Thermo Fisher Scientific, you'll discover meaningful work that makes a positive impact on a global scale. Join our colleagues in bringing our Mission to life - enabling our customers to make the world healthier, cleaner and safer. We provide our teams with the resources needed to achieve individual career goals while taking science a step beyond through research, development and delivery of life-changing therapies.

With clinical trials conducted in 100+ countries and ongoing development of novel frameworks for clinical research through our PPD clinical research portfolio, our work spans laboratory, digital and decentralized clinical trial services. Your determination to deliver quality and accuracy will improve health outcomes that people and communities depend on – now and in the future.

Our colleagues in corporate strive for excellence in every task, at every moment. We are game changers seeking improvements to processes and more efficient ways of working or adapting to changing financial and industry environments.

### **Summarized Purpose:**

This **HR Ops Shared Services** role is focused on delivery of the day-to-day HR related activities within the Colleague Services /HR Shared Service Center in assigned Tier 2 function. They ensure quality of service and operational performance by working within the detailed processes and working with appropriate metrics and dashboards. They will advance cases and partner with support functions such as Benefits, Payroll, Talent Acquisition, HR advisory, Compliance etc.

### **Essential Functions:**

- Analyzes, evaluates and resolves complex issues escalated by Tier 1 as well as cases that are direct routed to Tier 2.
- Collaborates when needed with HR Shared Service Center subject matter experts and COEs to resolve employee issues.
- Performs accurate filing and execution of transactions for general HR data processing in support of HR functions.
- Achieves stated performance measures and adheres to established customer service standards. Performs special projects as requested.
- Provides additional HR support for assigned areas that are not case driven, ie background screening, orientations, payroll set up, contract/ amendment generation, separation packages, etc.

**Job Complexity:**

Works on problems of limited scope

Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained

Job Knowledge

Learns to use professional concepts. Applies company policies and procedures to resolve routine issues.

**Supervision Received:**

Normally receives detailed instructions on all work. Business Relationships Contacts are primarily with immediate supervisor, and other personnel in the department. Builds stable working relationships internally.

**Required Education and Experience:**

- Ukrainian language is an advantage
- Bachelor's degree or equivalent and relevant formal academic / vocational qualification
- Previous experience that provides the knowledge, skills, and abilities to perform the job (comparable to 0 to 2 years).

**Knowledge, Skills and Abilities:**

- Ability to research, interpret, and communicate HR policies, procedures, and programs
- Ability to deliver exceptional customer care via telephone and email
- Confidence to handle sensitive information and data effectively
- Critical thinking, problem solving, and judgment skills/ works independently
- Positive demeanor and willingness to learn
- Possess good listening skills and patience to work with all types of employees
- Individual should have high energy with the ability to coordinate/prioritize workload
- Fluent in reading/ writing and speaking English; Ukrainian language is an advantage
- Excellent interpersonal skills needed with the ability to communicate well in a diverse work environment

- Proficient with Microsoft Office Suite including Word, Outlook, Excel, and PowerPoint, experience using a HRIS data base and reporting application
- Ability to manage each case through quick and accurate resolution independently.

**What we offer:**

- Learning and development programme, ensuring you reach your potential
- Extensive benefits package based around the health and well-being of our employees
- Competitive salary
- Flexible working culture with work-life balance and possibility for remote working
- Collaborative and friendly environment
- Global exposure and opportunity to work on international assignments.

Our Mission is to enable our customers to make the world healthier, cleaner and safer. Watch as our colleagues explain 5 reasons to work with us. As one team of 100,000+ colleagues, we share a common set of values - Integrity, Intensity, Innovation and Involvement - working together to accelerate research, solve complex scientific challenges, drive technological innovation and support patients in need. #StartYourStory with PPD, part of Thermo Fisher Scientific, where diverse experiences, backgrounds and perspectives are valued.