

HR Operations Representative | Global Tier 1 Employee Support

[HR Operations Representative | Global Tier 1 Employee Support job in Sofia, Bulgaria | Human Resources jobs at Thermo Fisher Scientific](#)

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 our HR division 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 environments. As part of our HR team, you will use best-in-class technologies and build broad exposure to our business. The pace is fast and the challenges are exciting. Your career here is what you make of it.

Summarized purpose:

This role is focused on delivery of the day-to-day HR related queries within the Colleague Services / HR Shared Service Center, specifically dedicated to the Tier 1 level support. The role ensures quality of service and operational performance by working within the detailed processes and working with appropriate metrics and dashboards. This role is the first line of support of HR inquiries that come in via various channels (self-service, phone, and chat).

Essential Functions:

- Delivers first line support for HR inquiries across the spectrum of the employee lifecycle from new hires to employees leaving the business by either providing direct resolution or routing the inquiry to the appropriate department to address accordingly.
- Learns company HR policies and programs, as well uses past experiences, to answer general employee inquiries.
- Collaborates with other subject matter experts and field HR reps to resolve employee issues in a thorough and timely manner.
- 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 assigned and led by a supervisor.

Education and Experience:

- High / Secondary school diploma or equivalent and relevant formal academic / vocational qualification
- Previous experience that provides the knowledge, skills, and abilities to perform the job (comparable to at least 4 years). Ideally in HR and/or customer service/call center.

*In some cases, an equivalency, consisting of a combination of appropriate education, training and/or directly related experience, will be considered sufficient for an individual to meet the requirements of the role.

Knowledge, Skills and Abilities:

- Ability to research, interpret, and communicate HR policies, procedures, and programs
- Ability to deliver exceptional customer care via telephone, chat, and email
- 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/ speaking English; other languages skills a plus
- 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.

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
- Collaborative and friendly environment
- Global exposure and opportunity to work on international assignments

Our 4i Values:

Integrity – Innovation – Intensity – Involvement

If you resonate with our 4i values above, and ultimately wish to accelerate the delivery of safe and effective therapeutics for some of the world's most urgent health needs, submit your application – we'd love to hear from you!

Our Mission is to enable our customers to make the world healthier, cleaner and safer. 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.

Apply today! <http://jobs.thermofisher.com> Thermo Fisher Scientific is an EEO/Affirmative Action Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability or any other legally protected status.