

Hiring Manager: HR Manager

Account/ Department: HR Department

Reporting to: People Shared Services Supervisor

Title: Onboarding Specialist

Duties & Responsibilities

- Complete new hire onboarding / create their profiles on Success Factors
- Ensure all requested documentation is received and saved in compliance with company policies & GDPR
- Support new Associates according with Foundever Standard Operating Procedures (SOP's)
- Support Associates relocating to Greece by coordinating the issuing of their documents
- Being a main point of contact for new members to secure a smooth welcome process
- Complete the Friday before calls to new hires
- Coordinate induction day for new members
- Ensure with Support departments (IT, Asset, Facilities, Learning, etc.) that Associate has necessary setup for a W@H or Brick & Mortar environments
- Deliver the HR part of the induction day presentation to new hires
- Emphasize Foundever Benefits and Programs
- Coordinate the activation of the Foundever Benefits for new hires
- Support HR administrative tasks
- Continuous Critical Thinking to evaluate current processes in place

Typical Qualifications: *(education, experience, knowledge, skills and abilities typically needed to perform this job)*

Education *(if beyond High School or equivalent):*

- . College degree in HR Management, Organizational Psychology or a relevant field (preferable)
- . English - advanced level **C1**
- . Additional EU language would be a plus

Experience Target

- Previous experience in customer services is an advantage
- Good understanding and experience in office environment
- A motivated and enthusiastic personality
- Self-organized, planning and prioritization skills
- Patience, empathy, and a unique ability to manage stress
- Ability to work under pressure and adapt quickly to adverse situations
- Technical aptitude and the ability to pick up new technology quickly
- Strong communication and interpersonal skills

Knowledge/Abilities:

- Able to follow guidelines, processes and instructions
- Ability to keep calm and clear-headed in critical situations
- Ability to work with staff at all levels
- Assertive with a can-do attitude
- Ability to support change initiatives