



HR Operations (Contractor Experience Executive)

Job Information

Recruiter

Morgan McKinley

Job ID

1503346

Industry

Recruitment Agency

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

4 million yen ~ 7.5 million yen

Refreshed

December 10th, 2024 13:02

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

High-School

Visa Status

Permission to work in Japan required

Job Description

Morgan McKinley is looking for a Contractor Experience Manager to join the Contracting team in Tokyo.

Your role as a Contractor Experience Manager

The Contractor Experience Manager will be responsible for supporting, engaging, and ensuring a positive experience for contractors throughout their engagement with Morgan McKinley. This individual will work closely with contractors from placement through to completion of their assignments, acting as the main point of contact and ensuring they have all the resources, guidance, and support they need to succeed.

Who We Are

Morgan McKinley is a Global Talent Services company, offering the full spectrum of solutions to meet your resourcing needs. With offices in 10 countries, each and every one of our 1000+ employees shares a belief in the power of helping others realise their goals. Because when you succeed, we succeed too.

Key Responsibilities:**Contractor Onboarding & Orientation:**

- Manage the onboarding process for new contractors, ensuring they are fully prepared for their assignments.
- Ensure contractors understand company policies, compliance requirements, and key operational processes.

Contractor Relationship Management:

- Serve as the primary point of contact for contractors, offering guidance and support throughout the life cycle of their engagement.
- Regularly check in with contractors to address any concerns or issues and ensure their needs are met.
- Resolve any issues or disputes that may arise during assignments promptly and professionally.

Contractor Engagement & Retention:

- Build strong relationships with contractors to promote long-term retention and positive experiences.

Contractor Compliance & Documentation:

- Ensure all contractors are compliant with legal, regulatory, and company-specific requirements.
- Maintain accurate and up-to-date records for all contractors, including timesheets, contract agreements, and performance reviews.

Collaboration with Internal Teams:

- Work closely with recruiters, account managers, and operations teams to ensure contractors are placed in the right roles and are supported throughout their assignments.
- Provide regular feedback to internal teams on contractor performance, issues, and overall experience.

Problem Solving & Issue Resolution:

- Address any performance or compliance issues quickly and effectively, working with contractors and internal stakeholders to resolve them.
- Act as an advocate for contractors, ensuring their needs are heard and addressed in a timely manner.

What You Get In Return

In return, we offer first class training, a structured career development program, monthly/quarterly team events, plus much more!

- Competitive salary and performance-based incentives
- Professional development opportunities
- Collaborative and inclusive company culture
- Opportunity to work with a dynamic, growing team in a fast-paced industry

Our Values and Culture

More Human Please:

- We succeed together
- We simplify the complex
- We go Beyond

At the core of our Go Beyond culture, are these four values, which are driven through every aspect of our business. Our company culture embraces someone who takes pride in their work, believes in going beyond for their clients and candidates, has an entrepreneurial spirit and enjoys working in a highly collaborative and diverse team.

- To discuss this opportunity further, please apply now or get in touch with Natassja Barzetti, Talent Acquisition Specialist.

Required SkillsWhat We Are Looking For

- Minimum of 3-5 years of experience in contractor management, recruitment, or HR support, ideally within a recruitment agency or similar fast-paced environment
- Strong understanding of compliance regulations related to contracting and temporary staffing
- Excellent interpersonal, communication, and conflict-resolution skills
- Ability to work independently and manage multiple priorities effectively
- Strong attention to detail and ability to maintain accurate records
- Basic understanding of Japanese labour law
- A proactive, solutions-oriented mindset with a focus on delivering exceptional service to contractors

- Fluent Japanese and business English
- Have to be based in Japan

Company Description