

# ingenico

## (Payroll + Generalist) Regional HR Operations Specialist

### Global Operation

#### Job Information

##### Hiring Company

Ingenico

##### Job ID

1511296

##### Industry

Other (Banking and Financial Services)

##### Company Type

International Company

##### Job Type

Permanent Full-time

##### Location

Tokyo - 23 Wards

##### Salary

Negotiable, based on experience ~ 8.5 million yen

##### Salary Bonuses

Bonuses included in indicated salary.

##### Work Hours

9AM - 6PM

##### Refreshed

February 21st, 2025 00:00

#### General Requirements

##### Minimum Experience Level

Over 3 years

##### Career Level

Mid Career

##### Minimum English Level

Business Level

##### Minimum Japanese Level

Native

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

Permission to work in Japan required

#### Job Description

##### JOB PURPOSE/MISSION:

The HR Operation Support Specialist is pivotal in ensuring the seamless operation of human resources functions within the organization. This role involves providing comprehensive administrative and operational support to the People and Culture Team facilitating the effective implementation of HR policies and procedures and enhancing the overall employee experience. By maintaining accurate HR records, assisting in the recruitment process, coordinating employee onboarding

and training, and handling employee inquiries, the HR Operation Support Specialist contributes to a productive and compliant workplace. This position requires a high level of organization, attention to detail, and strong interpersonal skills to support HR initiatives and foster a positive and efficient working environment.

**REPORTING TO:**

Regional HR Business Partner

**Key Responsibilities:**

- Manage pre-boarding, drafting of employment contract for new employee, setting up of profiles in HR system, tracking and processing confirmation and medical benefits administration.
- Manage offboarding process including issuance of letters, payroll management, includes preparation and submission of tax clearance for leavers (where applicable).
- Maintaining P-files of employee, update of employee personal data into HRIS and ensures that the system is updated.
- Prepare and issue employment certification letters including visa letters, certificate of service, reference checks, etc.
- Manage end to end payroll process for **Japan & Philippines**. Work closely with outsourced payroll vendors and local finance to ensure payroll timelines are met and according to country regulations.
- Responsible for assisting with the annual tax filing process. This includes gathering and organizing necessary documentation, ensuring accuracy and compliance with relevant tax laws and regulations, and coordinating with external tax advisors and internal departments to facilitate timely and accurate tax submissions.
- Manage work pass application/ renewal for employees and dependents (if applicable)
- Administer and explain benefits to employees, provide support to managers and employees on operational and benefits related enquiries.
- Manage and maintain leave systems for selected countries.
- Generate HR reports and any reports for statutory reporting purposes including monthly headcount reports.
- Assisting in the annual performance appraisal management process involving salary and bonus review.
- Facilitate employee engagement events for organization.
- Support manpower data reporting/ updating and consolidation where required in government portal.
- Process any government funded leave claims or any employer benefits.
- Support any audits on HR processes, policies, payrolls when required.
- Support People and Culture partners on other operational tasks.

(This list is not exhaustive, the job holder may be required to carry out other duties as required to fulfill the role)

**Required Skills**

**COMPETENCY REQUIREMENT**

- Degree/ Diploma in Human Resources/ Business Administration with over 3 years of relevant working experience
- Ability to work independently with minimum supervision
- A self-motivated team player with pleasant personality, meticulous and able to multitask and adapt dynamic fast-paced environment.
- Possess customer centric mindset and positive aptitude to learn.
- Have exposure to Compensation & Benefits.
- Must have strong MS Excel skills for regional data consolidation and reporting.
- Highly organised and attention to detail.
- Experience in handling small project assignment.
- Proficiency in both spoken and written English is required. Fluency in Japanese is an additional advantage.

**Company Description**