職缺徵才內容

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| 公司名稱 | (ASML)台灣艾司摩爾科技股份有限公司 |
| 產業類別 | 半導體製造業 |
| 公司簡介 | 總部位於荷蘭的ASML (台灣艾司摩爾) 是全球最大晶片微影設備市場的翹楚，為半導體製造商提供微影設備及相關服務，英特爾、三星和台積電等全球頂尖的半導體廠皆為ASML的客戶。30多年來，ASML透過和客戶及供應商的緊密合作，搭配上高效能的營運流程，以及來自全球的優秀員工，逐步開創了我們在晶片微影領域的技術領先地位，協助其設計研發及整合高階系統，開發可用於各類資訊科技產品、行動通訊及物聯網相關產品的晶片。 |
| 公司網址 | https://www.asml.com |
| 工作性質 | 全職 |
| 上班時段 | 日班 (9:00-18:00) |
| 科系限制 | 人資/商管/外語相關科系 |
| 學歷要求 | 大學、碩士 |
| 薪資待遇 | 面議 |
| 休假制度 | 週休二日 |
| 工作地點 | ASML 新竹總部 (新竹市公道五路三段一號十一樓) |
| 聯絡人 | Serena Hsu |
| 連絡E-Mall | serena.hsu@asml.com |
| 工作職稱 | **HR - HR Services Representative (Japanese speaking) - Hsinchu** |
| 工作內容 | **Introduction to the job**This role will be based in Hsinchu Taiwan and is responsible for interacting with employees, managers and HR colleagues in Asia by providing insights and solutions to diverse scenarios via our HR systems or phone.This role will be responsible for completing a wide variety of HR duties that reflect substantial variety and complexity for one or more countries, including but not limit to: data collection, communication, inquire handling, compliance, report generation. This position’s work is generally of critical and confidential nature. He/she will be trained on Human Resources practices, policies, procedures, and systems.**Role and responsibilities*** First point of contact for employees and managers for all general HR topics. Provide self-service support and ensure accurate and effective transactions and prompt inquiry resolution.
* Handle inquiries from first contact, registration, escalating and resolving queries in a professional and efficient manner - in a first time right and end-to-end way of working.
* Support customers on the HR portal and relevant online tools in completing transactions.
* Provide operational advisory support and administrative services to in-scope processes.
* Perform customer related data gathering.
* Work according defined standards, in line with end-to-end processes and local compliancy.
* Escalate cases where guidance and clarification of policies and procedures is required.
* Actively identifies customer centric improvements and participates in improvement projects. Drive standardization, simplification and automation of the relevant processes.
* Ensure service level agreements are met and higher level of customer satisfaction is reached.
* Safeguard own knowledge & skills and update knowledge database.

**Education and experience*** Bachelor or Master degree in HR or related fields
* 3-5 years’ experience in Workday or ServiceNow could be a big plus
* Japanese speaking

**Diversity & Inclusion**ASML is an Equal Opportunity Employer that values and respects the importance of a diverse and inclusive workforce. It is the policy of the company to recruit, hire, train and promote persons in all job titles without regard to race, color, religion, sex, age, national origin, veteran status, disability, sexual orientation, or gender identity. We recognize that diversity and inclusion is a driving force in the success of our company.**Other information**This role is under Asia people service advisory team, report to team lead. We aim to provide solutions & communications to individual related activities in HR areas. You will touch whole HR polices and end2end process from offering to retire, that’s why we need you to providing professional solutions to stakeholders (HRBP, Managers and employees). Besides that you will represent team to participate in Global or Regional projects and meeting.High quality people are a key asset to our company. To recognize that, we offer competitive compensation and benefits packages to attract and retain the very best people and let them share in the success that they build. Our rewards philosophy is to attract and retain specific professional knowledge and competencies within the company by offering a competitive package in local markets where ASML is active. |
| 需求條件 | To thrive in this job, you’ll need the following skills:* Fluent in English and Japanese; able to communicate with multinational colleagues on day-to-day basis
* Ability to consistently deliver high quality customer service in a professional and efficient manner.
* Knowledge of HR processes, systems and policies.
* Consulting agility & style flexibility to understand customer needs and deal with a broad range of customers.
* Ability to quickly find your way in a network of information
* Ability to work in a changing environment to meet demanding deadlines and timescales
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| Notes | 【請至官網投遞履歷!】https://www.asml.com/en/careers/find-your-job/4/9/4/hr-hr-services-representative-japanese-speaking-hsinchu-req49427 |