

**GTWHI_JD-03-02-01
HUMAN RESOURCE OFFICER**

- 1. Job Title** : Human Resource Officer
- 2. Department** : Administration and Finance
- 3. Reports to** : Manager, Administration and Finance Department
- 4. Supervisee** : Nil

5. Main Purpose of Job

The Human Resource Officer is responsible to manage and maintain all aspects of the employment process, including recruitment, orientation, training, appraisal, resignation, and termination. The Human Resource Officer also assists with payroll management and other statutory assignments. The Human Resource Officer reports to the Manager of Administration and Finance Department.

- 6. Type of Contract** : Full-time
- 7. Duration** : Open-ended

8. Duties

- a) Plan, manage and execute the recruitment, including preparing job descriptions, advertise vacant positions, and manage the hiring process.
- b) Plan, manage and prepare the documentation and implementation of policies and standard operating procedures consistently to ensure the effective operation of the company.
- c) Plan, manage and execute the staff performance management process.
- d) Manage and maintain staff records (soft copy and physical copy) according to policy and legal requirements.
- e) Manage the preparation, distribution, and surrender of office items such as name cards, name tags, uniforms, and staff official stamps.
- f) Manage staff insurance matters.
- g) Conduct orientation to new staff.
- h) Conduct exit meetings and handover for departing staff.
- i) Develop staff training and capacity-building programs and maintain the records.
- j) Handle staff requests regarding human resources issues, rules and regulations.

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- k) Administer payroll, overtime claims, staff claims, and leave summaries.
- l) Review company policies, procedures, regulations and working conditions from time to time to ensure legal compliance.
- m) Ensure the integration of a gender equality, cultural diversity and human rights-based approach in program/ activity design, implementation and reporting.
- n) Establish and maintain effective working relationships with colleagues.
- o) Maintain proper working file record and documentation.
- p) Undertake other duties as assigned by the supervisor or the General Manager.

9. Qualification and Experience

- a) Degree or higher qualifications in Human Resource Management or related subject.
- b) At least four years of professional working experience.
- c) Fluency in English and Malay (both oral and written) is required; knowledge of Mandarin or Tamil is an advantage.
- d) Knowledge of Human Resource functions such as payment, benefits, recruitment, disciplinary and training.
- e) Good knowledge of labour law and relevant regulations in Malaysia. Knowledge of the civil servant regulations is an advantage.
- f) Good knowledge of Microsoft Office applications, SQL Payroll, and other Human Resource related software or online applications.
- g) Excellent communication, engagement, and interpersonal skills.
- h) Proficient in conflict and crisis management.
- i) Established troubleshooting skills to effective and efficient solutions.
- j) Trustworthy and strong work ethic with high integrity.
- k)
- l) Highly organised with meticulous attention to detail.
- m) High resistance to extended work pressure.
- n) Proactive nature.
- o) Discretion and confidentiality.



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- p) Self-motivated and able to work independently, collectively, and in a responsible manner.
- q) Willingness to work on weekends or in the evenings to mitigate and address urgent matters.
