GTWHI_JD-02-02-01
HUMAN RESOURCE OFFICER

1. **Job Title** : Human Resource Officer

2. **Department** : Administration and Finance

3. **Reports to** : Administrative and Finance Manager

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 Administrative and Finance Manager.

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) Identify and develop staff training and capacity-building programs and maintain the records.

   j) Handle staff requests regarding human resources issues, rules and regulations.

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) Provide cross-department support as assigned.

n) Provide task updates to the management monthly.

o) Ensure the integration of gender equality, cultural diversity and human rights-based approach in program/ activity design, implementation and reporting.

p) Establish and maintain effective working relationships with colleagues.

q) Maintain proper working file records and documentation.

r) Undertake other duties as assigned by the supervisor or the General Manager.

9. Requirements

a) Bachelor's degree or higher qualifications in Human Resource Management or related subject.

b) At least five (5) years of professional working experience in Human Resource related duties such as salary payment, staff benefits, staff recruitment, disciplinary actions and staff training.

c) Good knowledge of labor law and relevant regulations in Malaysia; knowledge of civil servant regulations is an advantage.

d) Fluency in English and Malay (both oral and written) is required; knowledge of Mandarin or Tamil is an advantage.

e) Good knowledge of Microsoft Office applications and SQL Payroll.

f) Have a valid Class B2 or D driving license.

g) Genuine enthusiasm for, interest in and understanding of George Town's heritage.

h) Excellent communication, engagement and interpersonal skills.

i) Established troubleshooting skills for effective and efficient solutions.

j) Strong capacity in multi-tasking.

k) Trustworthy and strong work ethic with high integrity.

l) Highly organized with meticulous attention to detail.

m) Proficient in conflict and crisis management.

n) Proactive nature.

o) Self-motivated and able to work independently, collectively, and in a responsible manner.

p) High resistance to extended work pressure.

q) Willingness to work on weekends or in the evenings to mitigate and address urgent matters.

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