

Notice for Placement

Job opportunity for Human Resource Management students.

Company Name:- **SeamEx, Aditya Birla Group**

(HR Shared Services Centre of Aditya Birla Group)

Position:- **Team Member, Service Delivery** Company Website:- NA

Work Location:- **Airoli, Navi Mumbai**

Company Profile: SeamEx, a Unit of Birla Management Centre Services Limited (BMCSL) is the in-house HR Shared Services Centre. SeamEx will provide technology enabled and personalised HR Services to all employees of Aditya Birla Group's companies, In India. The centre will leverage all the existing investments made in HR technology, i.e. the Poornata application ecosystem and the HR Portal. Creating SeamEx also aligns with broader HR Strategy 2020 and the HR transformation journey. The core of the HR SSC is the focus on employee experience.

SeamEx is designed to provide easy access to everyday queries of employees through helpdesk services for 15 identified HR processes that typically touch the entire life cycle of an employee. SeamEx will be a single point of contact and resolution for almost all HR process related queries. In SeamEx, we will design and implement technologies that will manage employee data, improve the HR and employee experience of processes, measure and report HR costs and support the Group's HR program roll-outs, . The performance of SeamEx will be measured by its delivery of agreed service levels to HR, to employees and to the Businesses.

SeamEx will focus on getting the "basics" right and smart. This will in turn, create capacity in the retained HR organization, to enhance employee support for newer / high-touch processes and do higher value activities.

Job Profile / Responsibilities: Job description is attached

Key Skills: Nothing specific

Required Qualification: PG / Diploma / Certificate Program in Human Resource Management (Freshers, Alumni)

Experience: 0-18 months **Remuneration:** will inform after selection process.

Interested Candidates can send their resume on below mention email id at the earliest:-

Contact Person: - Rhujuta Joshi **Email id:** - rhujuta.joshi@adityabirla.com

Contact no: - 8779077605 **Corporate Office:** 022 - 62679400

Job Description Team Member – Service Delivery Location – Airoli, Navi Mumbai	
Principal Accountabilities	
Accountability	Supporting Actions
Service delivery	<ul style="list-style-type: none"> • Perform assigned task and provide resolution basis SOPs and according to service level agreements (SLA) and pre-defined accuracy levels ensuring minimal and /or zero escalations/SLA breach • Escalate all risk items within the process to Team Leader to ensure issues are resolved • Escalate complex cases to appropriate Team Lead/Subject Matter Experts; if additional research or expertise is required • Communicate and cooperate in a professional manner with peers, supervisors, external and internal customers • Provide inputs to Team Leader to identify set of responsibilities, develop and perform activities required to support operations during peaks, valleys and cycles
Process delivery	<ul style="list-style-type: none"> • Understand the fundamental solution being developed, process design, process SOP and technology to service transactions on day-to-day basis as per assigned processes • Identify and escalate inconsistent and incongruent processes, policies, and practices to Team Leader for changes required in SOP/Process Design/Technology • Adapt to new systems, business process changes and technologies • Maintain daily trackers and logs (includes productivity trackers, system down time logs, error logs, knowledge logs etc. • Participate in special projects as identified in the role capacity assigned to the individual