

HR Student Intern

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Company: SLB

Location: Cota

Category: other-general

The HR Student Intern is responsible for:

Support in the administration of HR actions using the global and Standard Work Instructions (SWI) documentation.

- Represents company professionally at all activities including communication with candidates and internal clients, etc.
- Ensures the candidate is informed of the progress of the onboarding process until it is concluded as per established KPIs.
- Supports candidates through the onboarding process and keeps them informed along the way.
- Supports hiring process of new recruits (including but not limited to pre-employment screening, travel, relocation, effective start date, security clearances, and visa coordination).
- Maintains new employee files and HR records, including data entry into HR systems.
- Updates and maintains applicant tracking system and recruiting files to support future activity.
- Generates employment documents when applicable accurately and on time.
- Performs Master Data actions and other associated transactions such as hiring, transfer, termination, payments, deductions, creation of vacation travel allowance, etc., as required.
- Works closely with Payroll Analysts to ensure employees' data impacting Payroll is efficiently and accurately captured in HR system within established deadlines.
- Ensures that the transactions, exemptions, and other supporting documentation comply with internal procedures and policies regarding the master data updates to the system before

processing.

- Performs data quality checks regularly to maintain data quality and integrity in the HR master database.
- Receives candidates queries via the applicable channels/portals.
- Identifies sensitive queries, emergencies or potential risk cases and address as per the Escalation Management process.
- Performs User Acceptance Testing as per agreed timelines.
- Coordinates internally per defined procedures and uses HR knowledge management tools to respond with resolutions, quickly and accurately within the established service level agreements and KPIs.
- Escalates to Payroll, Location, Regional, SL SMEs and other parties when required to resolve candidates' queries where applicable.
- Participates in the design and implementation of the solutions related to customer satisfaction and to meet the set targets.
- Identifies knowledge gaps and contributes to the relevant knowledge base and work closely with knowledge management team on updating or retiring existing knowledge content as required.
- Ensures that the proper documentation is filed where applicable for required actions in accordance with the prescribed rules and available for audit
- Ensure escalation matrix is followed for any potential incidents and reports HR SQ events on QUEST-HR in complian

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