



Dispatch Officer & HR / Payroll Analyst

◆ 3年以上の人事・労務経験をお持ちの方 ◆ 英語力を活かせるインターナショナルな環境

Job Information

Hiring Company

XML JAPAN LLC

Job ID

1597971

Industry

Other (Recruitment Services)

Job Type

Permanent Full-time

Location

Japan

Salary

Negotiable, based on experience

Refreshed

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General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Location: Japan (Flexible within Japan)

Salary: Competitive salary, commensurate with experience and industry standards

Purpose of the Role

This role combines responsibilities across HR Operations, Payroll Administration, and Compliance. The successful candidate will maintain employee and contractor records, support onboarding activities, and ensure the accuracy of HR systems. In addition, the position will serve as the legally required **Certified Dispatch Officer (Haken Motosekininsha)** for the Japan entity, ensuring compliance with all applicable staffing and labor regulations.

The role will also support global payroll operations, helping to ensure accurate and timely payroll processing while maintaining compliance with local tax and employment laws.

Key Responsibilities

HR Operations & Employee Support

- Maintain and update employee and contractor records within internal HR systems.
- Manage personnel documentation and ensure records are accurate and up to date.
- Coordinate identity verification processes, including document reviews and video-based ID validation.
- Conduct onboarding and induction sessions for new hires, including guidance on company systems, expense procedures, travel policies, and other operational processes.
- Serve as the primary point of contact for employees and contractors regarding onboarding, benefits, payroll, and leave-related inquiries.
- Ensure compliance with company information security policies and maintain confidentiality of employee information.

Dispatch License & Regulatory Compliance

- Act as the designated **Dispatch Officer (Haken Motosekininsha)** for the Japan business.
- Ensure ongoing compliance with the **Worker Dispatching Act** and all related labor regulations.
- Manage administrative activities related to the dispatch license, including documentation, translations, reporting, and office setup requirements.
- Attend mandatory Dispatch Manager Training Courses and maintain all required certifications.
- Prepare and manage statutory dispatch records and annual reporting obligations.
- Serve as the primary liaison with local Labour Bureaus during audits, inspections, and regulatory inquiries.

Payroll Administration

- Support the Global Payroll team with payroll processing across multiple countries.
- Ensure payroll is processed accurately and within established timelines.
- Monitor compliance with local tax regulations, statutory deductions, and labor laws.
- Respond to employee inquiries related to payroll, benefits, and leave entitlements.
- Assist with payroll-related projects, including system implementations and process improvement initiatives.

Required Skills

Qualifications

Education

- Bachelor's degree in Human Resources, Accounting, Finance, Business Administration, or a related field.

Experience

- Previous experience in HR Operations, Payroll Administration, or a related function is required.
- Experience supporting international payroll operations is advantageous.

Language Requirements

- Business-level Japanese (written and spoken).
- Business-level English proficiency (B2–C1 level or above).

Certifications

- Completion of the **Dispatch Manager Training Course (Haken Motosekininsha Koshu)** is highly desirable but not required.

Knowledge & Expertise

HR Operations

- Understanding of HR operational processes, systems, and organizational priorities.
- Familiarity with HRIS platforms and employee lifecycle management.

Background Verification

- Knowledge of education, employment, and criminal background verification processes.

Dispatch Operations

- Strong understanding of the legal and ethical responsibilities of a certified Dispatch Officer.
- Knowledge of statutory reporting requirements, dispatch ledgers, and compliance obligations under Japanese labor law.

Payroll & Compliance

- Understanding of payroll administration, tax regulations, social insurance, and statutory deductions.
- Awareness of international payroll processes and compliance requirements.

Skills

Attention to Detail

- Ability to process detailed information accurately, consistently, and efficiently.

Communication & Interpersonal Skills

- Strong verbal and written communication skills.
- Ability to build effective relationships with employees, candidates, external stakeholders, and government authorities.

Confidentiality & Integrity

- Demonstrates discretion and professionalism when handling sensitive and confidential information.

Planning & Organization

- Effectively prioritizes, plans, and coordinates multiple tasks and projects.
- Proactively manages deadlines and competing priorities.

Written Communication

- Produces clear, concise, and professional written correspondence and documentation.

Technical Skills

- Proficiency in Microsoft Office applications.
- Experience with HRIS, payroll systems, and related HR technologies.

Behaviours & Competencies

- Adaptable and flexible in response to changing priorities and business needs.
- Proactively identifies issues and seeks practical solutions.
- Anticipates potential challenges and manages setbacks effectively.
- Demonstrates a commitment to continuous learning and professional development.
- Encourages collaboration and supports the growth and development of others.

Company Description