

PR/097695 | Regional Service Delivery Director | Payroll & HR Services

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント シンガポール

求人ID
1614526

業種
ITコンサルティング

雇用形態
正社員

勤務地
シンガポール

給与
経験考慮の上、応相談

更新日
2026年11月10日 07:00

応募必要条件

職務経験
10年以上

キャリアレベル
中途経験者レベル

英語レベル
ネイティブレベル

日本語レベル
無し

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

COMPANY OVERVIEW

Our client is a fast-growing global workforce solutions provider that enables organisations to manage employees, payroll operations and employment compliance across multiple international markets.

JOB RESPONSIBILITIES

- Lead regional service operations across payroll outsourcing, Employer of Record (EOR) and HR services, ensuring service accuracy, timeliness and compliance.
- Manage and develop Service Delivery managers and teams across multiple countries, driving a high-performance and client-centric culture.
- Own and monitor key service metrics including payroll accuracy, SLA adherence, on-time delivery, client satisfaction, retention and operational performance.
- Act as the senior escalation point for strategic clients and lead service reviews with key accounts.

- Drive operational excellence through process standardisation, risk management, internal controls and service automation initiatives.
- Ensure compliance with local employment, tax and social security regulations across multiple jurisdictions.
- Oversee and manage the performance of external in-country partners and vendors.
- Partner with Project Management, Sales, Product and Finance teams on implementation handovers, service costing, pricing inputs and new service offerings.
- Manage departmental budgets, cost-to-serve metrics and service profitability.
- Progressively assume full leadership and operational ownership of the regional Service Delivery function.

JOB REQUIREMENTS

- Bachelor's degree in Human Resources, Business, Accounting, Finance or a related discipline.
- Minimum 12 years' experience in payroll outsourcing, EOR, HR outsourcing, shared services or a related service delivery environment.
- At least 5 years' experience leading regional and multi-country teams.
- Strong expertise in multi-country payroll operations and employment compliance across APAC markets; broader global exposure is advantageous.
- Proven track record managing large-scale service operations against defined SLAs, KPIs and financial targets.
- Experience managing budgets, cost controls and service margins.
- Demonstrated leadership experience managing managers and geographically dispersed teams.
- Strong client-facing, stakeholder management and escalation-management capabilities.
- Experience in process improvement, operational transformation, Lean, Six Sigma, payroll technology or service automation initiatives is advantageous.
- Fluent in English; additional Asian language capabilities will be an advantage.

Working Location: Singapore

Syahirah Binte Ahmad Ja'afar (R22105331)
JAC Recruitment Pte. Ltd. (90C3026)

#LI-JACSG

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会社説明