

PETRONAS is currently having job openings for Human Resource Shared Services Centre (HR SSC). The positions available are:

1. **Executive Service Desk – Team Member** (Contractual basis)
2. **Executive Payroll Services – Team Member** (Contractual basis)

We wish to invite applications from final year students/graduates from your University who are interested with the above positions and available for employment by 1st June 2011.

Interested candidates can apply via www.discoverpetronas.com. The closing date is on Thursday, 7th April 2011.

Only shortlisted candidates will be notified.

Please do not hesitate to contact me should you have further queries.

Position:	Executive Service Desk - Team Member (contract position)	Executive Payroll Services - Team Member (contract position)
Location:	Menara Dayabumi, Kuala Lumpur	Menara Dayabumi, Kuala Lumpur
Min. Qualification:	Bachelor's Degree	Bachelor's Degree
Years of Experience:	1 year	1 year
Number of Vacancies:	10	14
Responsibilities:	<ol style="list-style-type: none"> 1. Administer incoming incidents by communicating with customers to understand requests/queries, recording and categorizing level of urgency. 2. Resolved issues by collaborating with other Team Members and escalate unresolved issue to Team Leader. 3. Monitor customer requests/queries by tracking and updating the incident status through its lifecycle until closure in accordance to guidelines and service levels. 4. Communicating and updating incident status by notifying and informing customers on confirmed resolution via incident management system. 5. Administer submission of hardcopy documents submitted by customers via Scanning Solution to ensure info are captured in the 	<ol style="list-style-type: none"> 1. Run and verify payroll output by simulating payroll, checking and validating calculations, determining root cause of errors, and communicating to data management team to rectify the errors. 2. Generate payslips and reports (e.g. monthly payroll reports, statutory reports via SAP system. 3. Verify accuracy and distributing payslips and reports to appropriate recipients 4. Prepare instruction pack to effect payroll payments to banks by generating payroll reports from SAP system, verifying and checking output and obtain necessary approvals from appropriate authorities. 5. Resolved issues by collaborating with other Team Members and escalate unresolved issue to Team Leader. 6. Manage documents (hardcopy and

	<p>system.</p> <p>6. Manage documents (hardcopy and softcopy) by recording, compiling incident resolutions, maintaining records on customer requests, categorising, filing, labelling and archiving of documents.</p>	<p>softcopy) by categorising, filing, labeling and archiving to ensure all documents are stored appropriately</p>
Requirements:	<p>Please be informed that this position is on a Contractual basis.</p> <p>Candidate must possess at least a Bachelor's Degree, Post Graduate Diploma or Professional Degree in any field.</p> <p>At least 1 year(s) of working experience in the related field is required for this position.</p> <p>Working experience in areas of Customer Service/Shared Industry/HR is an advantage.</p> <p>Highly proficient in Malay and English, oral and written. Ability to converse in the following foreign language is an advantage i.e. Vietnamese, Thai, etc.</p> <p>Able to work independently as well as in a team.</p> <p>Note: Only shortlisted candidates will be notified.</p>	<p>Please be informed that this position is on a Contractual basis.</p> <p>Candidate must possess at least a Bachelor's Degree, Post Graduate Diploma or Professional Degree in any field.</p> <p>At least 1 year(s) of working experience in the related field is required for this position.</p> <p>Working experience in Payroll/Finance/HR/Shared Services industry is an advantage.</p> <p>IT literate and familiar with the usage of following application and system : Microsoft Office, SAP System.</p> <p>Able to work independently as well as in a team.</p> <p>Note: Only shortlisted candidates will be notified.</p>

Many thanks.

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HRM Division

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