

Workforce Administration Representative



Locatie **Zeeland, Hoek**
<https://www.advertentiax.nl/x-1756993-z>



Are you fluent in English and one other language (such as Dutch, German, French, Turkish, etc.)? If so, and you're looking to work in HR, then this role at Dow in Terneuzen is for you!

Heb jij de ambitie om Workforce Administration Representative te worden? This role enables a best-in-class employee experience through exceptional subject matter expertise, consultation, and service delivery in the areas of WFA. This includes the management, implementation, and delivery of innovative solutions specific to WFA. Receives instructions, guidance, and direction from more senior level roles to provide expertise to triage and managing employee life cycle activities for the respective Dow locations.

Processes all employee lifecycle (Onboarding, Job changes, Personal Data changes, Reporting and Terminations) related transactions, from onboarding to separation in both online or offline platforms. Acts as primary point-of-contact for workforce administration inquiries (via phone, chat, and eRequest), identifying and delivering solutions to employees and People Leaders. Delegates and escalates queries as appropriate, but remains responsible through completion. Tracks progress, and provides continuous feedback to requestors on status of their queries. Supports oversight of service operations by responding to service demands as they arise (e.g., volume of calls, staff absence, chat and eRequest queries, etc.). Engages in and drives overall continuous improvement processes (e.g., to reduce inquiry volume).
 Waarom werken bij dit bedrijf?

Dow combines global breadth, integration and scale of assets, focused innovation and expertise in materials science, leading business positions and environmental, social and governance leadership to deliver a sustainable growth and contribute to a sustainable future. In the Benelux region, we have a workforce of more than 4,000 professionals working on national level. We are in the center of supply chain development, manufacturing, engineering, environment, health and safety, sustainability, information systems and more. The Netherlands only has two production sites in Terneuzen, Dordrecht and Delfzijl. Dow Terneuzen is the second largest production site worldwide and the beating heart of some of the corporate functions such as the Integrated Supply Chain organisation, Human Resources and Finance that work together to offer sustainable solutions to their partners in Europe, the Middle East, Africa and India.

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