



POSITION DESCRIPTION

POSITION TITLE: Account Management and HR Specialist

ADVERT TITLE: HR Specialist

LOCATION: MALAYSIA PHILIPPINES THAILAND VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

We are seeking for a highly organized and proactive individual to fill the role of **Account Management and HR Specialist**. This position is crucial in maintaining positive client relationships while also managing HR Employee Relations duties, supporting the employees who are on night shifts. The ideal candidate will excel in client service, possess HR knowledge, and thrive in a dynamic, fast-paced environment.

This role requires someone who can work on-site in BGC, Taguig for staggered night shift schedule.

KEY RESPONSIBILITIES

- Serve as the primary point of contact for clients during night hours.
- Address client inquiries, concerns, and escalations promptly and professionally.
- Build and maintain strong client relationships to ensure satisfaction and retention.
- Coordinate with internal teams to ensure client needs are met efficiently.
- Conduct nightshift HR functions, including but not limited to employee relations, performance management, and conflict resolution.
- Assist with onboarding and offboarding processes for nightshift employees.
- Assist to answer any employee queries on HR-related issues during night shift.
- Administer HR policies and procedures, ensuring compliance with company regulations and legal requirements.
- Manage employee timekeeping, attendance records, and scheduling adjustments as needed.
- Prepare HR reports as required.
- Prepare reports and updates on client activities as required.
- Identify and resolve client and HR-related issues in a timely manner.
- Collaborate with relevant stakeholders to implement solutions and prevent recurrence of issues.
- Carry out other client and HR related duties as assigned.



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SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Proven experience in client management and/or HR functions.
- Strong interpersonal skills and the ability to communicate effectively with diverse stakeholders.
- Excellent organizational skills with the ability to prioritize tasks and manage time efficiently.
- Ability to work independently and make sound decisions under pressure.
- Proficient in using MS Office (Word, Excel, PowerPoint), VLOOKUP knowledge would be a good advantage.
- Familiarity with HR software and systems is a plus.
- Availability to work night shifts onsite.

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.