Ho Chi Minh City

SENIOR SPECIALIST
HUMAN RESOURCE OPERATIONS

At Sunlife, we're driven by our Purpose: To help Clients build lifetime financial security and lead healthier lives. Across Asia, we cultivate a **High-Performance, Caring Culture** that empowers our people to achieve outstanding results, embrace continuous growth, and create meaningful impact. We succeed together by fostering an inclusive environment where wellbeing, collaboration, and accountability are equally valued.

I. ACCOUNTABILITY

1. Employee Lifecycle Operations

- Execute end-to-end employee lifecycle operations, including onboarding, internal movements, labor contract management, and offboarding, by coordinating daily workflows and delivering accurate and timely lifecycle outcomes.
- Track lifecycle transaction timelines, follow up with relevant stakeholders, and escalate issues where needed to minimize operational delays, errors, and employee experience impact.

2. Employee Records Management

- Maintain employee profiles and employment records in HR systems and designated repositories, ensuring required information and supporting documents are complete, accurate, and updated on time.
- Process assigned employee transactions and perform necessary checks to maintain data and documentation integrity.

3. Expatriate Administration Support

- Coordinate expatriate administration, including visas, work permits, temporary residence cards, and other applicable local requirements.
- Maintain expatriate documentation and monitor validity and expiry dates to support timely renewals and required actions.

4. Process Improvement and Compliance

- Identify opportunities to simplify and improve routine Human Resources operational processes, templates, and workflows, and contribute to implementing agreed improvements.

If this opportunities sound like a good fit for you, we'd be happy to receive your application at **VN_careers@sunlife.com.**

- Ensure assigned tasks comply with applicable labor regulations, Company policies, and established procedures, and escalate any compliance concerns to the appropriate person.
- Support team-wide projects and initiatives as needed.

Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.

II. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Understanding of HR operational processes across the employee lifecycle and applicable labor regulations, policies, and precedents.
- Attention to detail, logical and critical thinking, and accuracy in employee records and transactions.
- Organizational and time-management skills to manage multiple priorities and ensure timely stakeholder follow-up.
- Service mindset, stakeholder coordination, confidentiality, compliance, data privacy, HR systems, and Microsoft Office knowledge.
- Demonstrate the Curiosity to effectively leverage AI tools to enhance productivity, decision-making, and quality of outcomes within the role

2. Problem Solving

- Resolve varied operational matters, documentation gaps, and competing requests within established guidelines; escalate sensitive, higher-risk, compliance, or exceptional matters with recommendations.
- Demonstrate strong accountability in problem solving by proactively identifying, owning, and resolving all issues within scope, regardless of formal task assignment

3. Education and Experience

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Minimum 2–3 years of relevant experience in Human Resources.

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