

Human Resources Services Specialist

Department: Human Capital & Talent

Organizational Relationship: Reports to the HR Services Supervisor

FLSA Status: Non-Exempt

Last Updated: July 5, 2024

General Summary:

The Human Resources Services Specialist supports the Human Resources (HR) Services team by ensuring all transactional HR activities are completed and delivered in a timely manner. They are responsible for coordinating and responding to all of the day-to-day HR queries and handling the administrative responsibilities for the department, ensuring prompt resolution, and escalating to senior team members when necessary. They provide assistance and HR support to attorneys, paralegals, and staff in accordance with local and global Human Capital & Talent (HC&T) policies and procedures.

Essential Duties and Responsibilities:

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Completes service requests via case management system from open to closed status, ensuring all service level agreements and deadlines are met, and requests are actioned promptly; ensures clear understanding of client requests, provides timely updates, and accurately executes transactions
2. Responds to all HR Services requests, prioritizes requests accordingly and escalates more complex queries appropriately within the department
3. Monitors and records employee data and information within the HR Information System (HRIS) and Facebook, including new hire entries, leaves of absences, transfers, secondments, and terminations
4. Prepares standard contracts of employment and HR standardized documentation, such as employment verification letters, transfer letters, title change memos, etc.
5. Cross-references and records data from the firm's Applicant Tracking system and the onboarding system to the HRIS in a timely manner
6. Assists the timekeeping team in managing timekeeping activities for the practice offices including making adjustments to entries (e.g. makeup time), answering routine questions, and escalating complex questions to available resources as needed
7. Partners with the appropriate HR colleagues to collate and record information for payroll within the appropriate timeframe

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8. Maintains and develops strong working relationships with all stakeholders and relevant global departments across the firm
9. Coordinates agenda for and hosts bi-weekly team meetings on a rotational basis
10. Performs audits to ensure data is accurate within the systems, and coordinates and relays information to respective departments as needed
11. Assists in training new team members on the various systems and processes, covering both beginner and intermediate levels
12. Maintains all department documentation as directed by local and global leadership.
13. Provides additional support as required under the direction of HR Services leadership
14. Completes special HR projects as needed
15. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's degree or equivalent required; focus in a Human Resources related field preferred
- Two years' experience may be considered in lieu of a degree

Work Experience

- A minimum of one year's relevant experience required

Knowledge, Skills & Abilities

- Comprehensive knowledge of Human Resources functions
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work in a team environment with a customer-service focus
- Strong communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion
- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Knowledge and proficiency in PC applications, including MS Office
- Fluency in French, German, Spanish or Italian
- HRIS experience, preferably PeopleSoft and Kronos Timekeeper

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

Working Conditions

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All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.