

Position Description

Vacancy Title: **HR services Coordinator - Veolia [Suva]**

Location: **Suva**

Reports To: **None**

Objective

The purpose of this role is to provide efficient and effective administrative support to managers and the Human Resources (HR) team, in coordinating employee lifecycle activities across Veolia Australia and New Zealand. As a HR Coordinator, this role is responsible for the timely management and resolution of assigned tickets, utilizing Veolia's Human Resource Information System (SuccessFactors) to accurately maintain employee and position data. The HR Coordinator plays a vital role in ensuring smooth HR operations by delivering high-quality service and maintaining effective communication with key stakeholders, fostering strong relationships with the broader HR community and contributing to a positive employee experience within the organization.

Outcomes

Organisational Stakeholders

1. Customer Service / Tier 1 Support

- Act as the primary point of contact for general HR administration, providing exceptional customer service through efficient evaluation, resolution, or escalation of all inquiries and requests.
- Communicate effectively by keeping internal clients informed about the progress of their queries and promptly addressing any potential issues that may delay efficient resolution.
- Maintain accurate and up-to-date HR documents and employee files, ensuring timely and accurate record-keeping.
- Offer knowledgeable advice and support to employees, ensuring compliance with relevant legislation, organizational standards, and processes, while promoting the effective utilization of systems and procedures.
- Offer clarification on straightforward company policies and standards and escalate to HR Partnering where matters require more detail or approval.

2. Employee life-cycle processes

- Collaborate with the functional HR teams to coordinate and ensure the efficient management of employee lifecycle processes, including onboarding, offboarding, position management, service recognition, employee payroll, and other HR-related inquiries.
- Maintain a streamlined payroll process by providing accurate and timely payroll information to the payroll team, ensuring that employee compensation is submitted accurately and efficiently.
- Facilitate the accurate and timely delivery of relevant letters, documentation or communications related to transactional processes as required.
- Coordinate HR life cycle processes, ensuring that all relevant documentation is completed, system updates are initiated, and communication is provided to respective stakeholders.
- Maintain a commitment to continuous process improvement, identifying opportunities to streamline and enhance HR processes for increased efficiency and effectiveness.

3. HRIS Administration

- Support employees and line managers by providing guidance on the proper usage of HR systems and processes
- Collaborate closely with HR and Payroll Teams to ensure data integrity and accuracy within the systems, fostering a cohesive and reliable HR information management process.
- Provide employees with solutions to basic access issues and enquiries ie account reset, payslip view, personal data management.
- Accurately input and maintain employee data in the Human Resource Information System (HRIS), following established procedures to ensure data integrity.
- Regularly review entries for accuracy, promptly correct any errors, and assist in data audits.

Responsibilities - Key Competencies

Competence	Description
Business	
Communication	Exchange information through verbal communication
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Human Resource Management	

Work Knowledge and Experience

1-2 years of experience in an HR role or related administrative role

- Experience with HRIS and other HR-related software
- Proficiency in the use of office programs - Google suite preferable
- General understanding of HR practices and procedures
- Familiarity with employment laws and regulations
- Knowledge of payroll and benefits administration basics highly desirable
- Strong organisational skills and demonstrated ability to manage multiple priorities
- Demonstrated attention to detail and accuracy
- High customer service orientation
- Demonstrated ability to manage confidentiality and discretion in handling sensitive information
- Ability to work both independently and as part of a team
- Adaptability and flexibility in a fast-paced environment
- Strong interpersonal skills and ability to interact with employees at all levels

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

- Accountable** Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Achiever** Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented** Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Punctuality** Completes a required task or fulfills an obligation before or at a previously designated time
- Resilient** Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

- Extrovert** Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Team Oriented** Enjoys being with others as part of a group or team.

Thinking Styles

- Decisive** Reaches conclusions, promptly and firmly.
- Well organised** Controls tasks in a well thought out and critical manner.

How To Apply

All application to be submitted via the below email <https://jobs.hrmonise.com/details/4580/centrecom-fiji/hr-services-coordinator-veolia-suva-March2026>

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 31 Mar 2026