

The Estée Lauder Companies attracts the most outstanding people from diverse industries and nurtures their talents. Whether they work in one of our stores, on a production line, at our corporate headquarters in New York City or in one of our affiliates worldwide, our employees take pride in their contributions to our success.

We are looking for
HR Services Trainee
(Until December 2023, with potential extension)
to join our team in Budapest!

ABOUT ONESOURCE

In recent years ELC has created a cross-functional shared services function called OneSource. OneSource is helping fuel the Company's growth by streamlining and simplifying the delivery of internal business services for HR, Legal, Finance and Point of Sale support with 3 core principles: easy, customer first and results driven. OneSource family members are valued, representing our OneSource brand and helping to take our services to the next level. One of the most important contributors to Estee Lauder's success is our "High Touch" customer service. "High Touch" means delivering outstanding personalized service and education to our customers continuing with the legacy of our founder Estée Lauder.

PRIMARY FUNCTION

HR Services is the first point of contact for Estée Lauder employees starting from Make Up Artists and Beauty Advisors to Managers regarding our HR Portal, Systems and Services.

We support a range of HR Services including hiring, employee data changes in addition to offer letter documentation.

The role is a combination of front and back-office support via phone, cases and our systems handling a variety of tasks daily. We are a talented, multi-lingual team supporting 16 countries for the EMEA business region in 11 languages.

If you are interested in developing a career in HR Services, using your language skills, and working in a supportive, friendly environment then this is the place for you!

RESPONSIBILITIES

- Acts as the first point of contact responsible for the accurate resolution of employee and manager inquiries and requests that are initiated via phone, the HR system/portal, or other access channels
- Document all incoming queries and calls in the case management system and update relevant systems as needed
- Work in partnership with HR teams in supported country and other local/regional/global teams
- Deliver high-touch customer service by using professional and customer-focused approach.
- Ensures employee data privacy where appropriate, including confidentiality and protection of sensitive employee information
- Understands scope of services, analyzes nature of requests and escalates items to others as defined

REQUIREMENTS

- Ongoing collage/university studies preferably on the field of Human Resources
- Willingness to work at least 30 hours/week with flexible ways of working, home office option is available
- Fluent **Spanish** and **English** language skills
- Excellent customer service focus, verbal, and written communication skills
- Data entry skills including excellent data quality, demonstrating accuracy and attention to details
- Ability to work with complex processes, follow country specifics, good problem-solving skills
- Demonstrated learning agility towards digital tools

We can give a certificate for last semester's mandatory internship if requested

If this opportunity sounds exciting for you, please send your CV to kbanati@hu.estee.com