

<https://www.cielhr.com/careers/hr-operations-specialist-jobs/>

## HR Operations Specialist

### Description

CIEL is among the largest HR services providers in India, recognised by SIA in their Feb 2021 report and has grown at 173% CAGR since 2015. It continues its growth momentum and has the vision of emerging as one of the largest and most respected HR services companies. CIEL is anchored on the values of growth, professionalism, dignity and diversity.

CIEL offers recruiting and staffing services from its 50+ offices spread across India. For the Staffing business, CIEL fulfills the requirements of its clients by a team of experts who specialise in specific aspects of the business. HR Operations is a crucial part of the deliverables and the HR Ops Specialists take care of employee lifecycle management end to end. This role becomes the central piece in managing the client engagement and growing the relationship.

The role of HR Operations Specialist is critical for CIEL's reputation, efficiency and growth. And thus, this role contributes directly to realising the vision of emerging as one of the largest and most respected companies in recruiting and staffing.

### Responsibilities

- Handle HR operations end to end for multiple Staffing clients of CIEL with high standards of quality and efficiency
- Collect the time sheet/attendance,
- Run monthly payroll, compliance, expense reimbursement, invoicing, collections and payout processes
- Onboarding – salary structuring, documentation, letters, joining process and induction
- Offboarding – full and final settlement, letters, settlements related to PF, Insurance etc.
- Administer benefits such as insurance, loans/ advances, documentation support
- Responding to employee queries promptly and appropriately
- Fulfil client requirements related to MIS, audits, queries etc. promptly and accurately; demonstrate proactiveness in our engagement with the clients
- Grow the wallet share with the clients by providing excellent service to the clients and contract Employees (deputies), building strong rapport with clients, focusing on high-potential clients and taking additional measures to win a larger share of the pie available for Staffing, generate leads for new business
- Anticipate hiring needs of the clients and work with the recruiting teams to build candidate database, generate new mandates and work with Recruiting teams to deliver the desired results promptly
- Growth focus:
- Follow the processes as defined by CIEL as well as the requirements given by the clients
- Draw up an annual budget, make account-level plan and execute the same to achieve the budget
- Use data to track performance

### Hiring organization

CIEL HR

### Employment Type

Full-time

### Job Location

Bengaluru, Bangalore

### Date posted

August 18, 2025

- Leverage technology in carrying out one's work
- Show a hunger to create a bigger impact, learns best practices proactively and deploy them as appropriate

## **Qualifications**

- Knowledge of MS Office tools especially MS Excel
- Good English Communication skills – written and oral
- Shows empathy in communication
- Experience of HR Operations in staffing firms – onboarding, query handling, attendance to payout process, offboarding and statutory provisions
- Client handling experience – Demonstrated success in front-ending Client engagements, especially having grown the engagements by widening and deepening it [based on skill levels and experience, the job will be benchmarked within CIEL as L3, L4 or L5]

## **Success Metrics:**

- GP growth
- C\_Sat [client satisfaction] and D\_Sat [deputee satisfaction]
- Growth of existing accounts to greater significance in CIEL's portfolio
- Improvement in mandate conversion ratio
- Efficient Collection of Dues i.e. Reduction in DSO

## **Key Performance Indicators:**

- Client Meetings – weekly
- Addition of new mandates – weekly
- AICP process rigour – monthly
- GP – monthly tracking
- Net addition of Deputies – monthly tracking