

Bilingual Human Resources Coordinator

American Eagle Outfitters, Hazleton, PA

POSITION SUMMARY: Provide HR support for a high-volume DC workforce whom facilitate the processing and distribution of merchandise in a cost effective, safe and customer service oriented manner for fulfillment to 81 countries globally. Support people and culture initiatives to enable company and distribution center goals; specifically, provide stellar customer service and support in the topics of leave administration, workers' compensation and unemployment programs, and benefits.

ROLE & RESPONSIBILITIES:

- Show **Passion, Innovation, and Teamwork** through a focus on **People and Integrity**—AEO's core values!
- Act with integrity and respect, approach responsibility with confidence and ownership, inspire superior performance, and develop a track record of success.
- Ensure quality customer service standards are met in an efficient and innovative manner; answering and assisting Associate requests and questions relating to benefits, leaves of absence, pay issues, and other administrative functions.
- Encourage the two-way communication process and reinforce AEO's Open Door Policy. Provide professional and impactful written and verbal translation support in Spanish and English.
- Provide support to HR Business Partners; this includes internal/external recruiting and AEO benefits/LOA/ADAAA, etc.
- Support new hire onboarding by conducting new hire orientation and benefits orientation as necessary as well as entering updates into the HRIS system.
- Assist other HRC with AEO's recognition programs through communication, timely processing, and accurate tracking of various programs that highlight the achievements of our workforce (High Five Program, Soaring Eagle Program, Engagement Programs, etc.).
- Provide backup to the DC Support Admin who leads payroll and communications for the campus.
- Compile, maintain and update HR reporting and document retention according to established policies and best practices.
- Assist with annual Benefits Open Enrollment communication and activities.
- Promote and maintain high employee morale and safety.
- Ability to work a Sunday through Thursday schedule.
- Other duties as assigned.
- ***Maintain a passion for winning in team environment!***

QUALIFICATIONS:

- Individual should be willing to work in a fun, fast paced environment, and have a good sense of humor.
- Bachelor's Degree in Human Resources or related field required; or equivalent employment experience.
- Human Resources experience required (ideally, 1-3 years).
- Bi-lingual skills required: English/Spanish. Professional translation experience preferred.
- Exceptional interpersonal, oral and business writing communication skills, including a strong telephone presence.
- Ability to work in deadline-oriented environment, with critical attention to detail, deadlines and accurate reporting.
- High degree of proficiency MS Office Suite, Outlook & Internet applications.
- Must be able to work flexible hours when needed.

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