

Fiserv - Human Resource Director - Job# R-10058872

Fiserv, Inc. (NASDAQ: FISV) is a leader in financial services technology and one of FORTUNE® magazine's World's Most Admired Companies. Fiserv enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

Bank Solutions delivers comprehensive bank platforms and value-added products and services for community, mid-tier, and large financial institutions. This operating group provides platforms that are used by financial institutions in 66 countries worldwide, and manages several U.S.-based data centers that process the incoming and outgoing data for our financial institution clients. Fiserv bank platforms – Cleartouch, Precision, Premier and Signature – enable banks to efficiently manage a wide range of activities such as account opening, deposits, withdrawals, loans, customer information management, and general ledger and accounting tasks. Each Fiserv bank platform has unique capabilities but all of them help our financial institution clients improve customer service and streamline their back-office operations.

The HR Director will partner with the Bank Solutions division of Fiserv providing strategic HR leadership in support of their organizational goals and objectives. This will be done by managing multiple aspects of HR for assigned client groups with change management, performance and compensation management, talent management, partnering with the talent acquisition team, associate development, succession planning, employee relations, associate engagement, organizational design and restructuring. The HR Director will also partner with the Senior Vice President of HR and the HR team on strategic initiatives.

The HR Director is an innovative business partner who works well with the business leaders and can develop and implement a people strategy in partnership with their client groups. The HR Director will utilize analytical skills, effective communication and teamwork to achieve business results, identifying opportunities to implement best practices and improve operational efficiencies through HR programs.

ESSENTIAL RESPONSIBILITIES:

- Provide leadership and partner with management to drive processes in support of the associate and leader life cycle. These include talent management, change

management, performance and compensation planning, talent development, succession planning, employee relations, associate engagement, organizational design and development.

- Lead effective human resources programs and processes, using metrics to evaluate progress, and taking actions as appropriate to achieve improvement.
- Drive the Performance Management and Compensation Review processes for client groups, ensuring consistency and appropriate rigor for talent calibration and succession planning.
- Partner with client group leaders on the Talent Review process, and the creation of development plans for leaders and associates within the group.
- Collaborate in the development and implementation of Fiserv wide Human Resources programs and initiatives in support of organizational priorities.
- Maintain knowledge of industry trends and employment legislation.

The above statements are intended only to describe the general nature of the job, and should not be construed as an all-inclusive list of position responsibilities.

REQUIRED QUALIFICATIONS:

- Bachelor's degree in Human Resources, Business or a minimum of 8 years of progressive human resources generalist experience
- Minimum of 5 years human resources generalist experience
- Project management skills.
- Extensive knowledge and understanding of the technical areas of Human Resources.
- Excellent verbal, written and presentation skills.
- Ability to travel up to 10%

PREFERRED QUALIFICATIONS:

- MBA, Masters in Human Resources or related field
- Experience in functional HR roles (compensation, talent management, organizational development) and field HR roles
- Experience managing an HR team
- Ability to balance business needs with the role of employee advocate
- Strong business acumen, customer focus and team orientation.
- Strong analytical, problem solving and decision making skills.

- Track record of delivering high quality results.
- Ability to multi-task, establish priorities and work independently.
- Effective interpersonal skills with the ability to build relationships and influencing with all levels in the organization.
- Change agent.

To apply please go to www.fiserv.com/careers and use the job # R-10058872 to search. In addition to formally applying to the role you can email Sr. Recruiter for Bank Solutions – Patty Schram.

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