

HR Shared Services

March, 2012



The Cisco Support Center in Krakow

To understand the available capabilities and resources offered in particular countries, Cisco continuously evaluates potential sites for worldwide support operations. As part of these activities, Cisco is planning to establish a center in Krakow, Poland, to support customers across its Europe, Middle East, Africa, and Russia (EMEAR) region and beyond. The Cisco Support Center will complement existing locations in providing services to internal and external stakeholders across multiple functional groups, including Cisco Services, Finance, and Operations.

The Company

Cisco was founded in 1984 by two computer scientists at Stanford University in California. The company has been pioneering the Internet Protocol-based (IP) network solutions that make up the Internet; from the first bit sent over the Arpanet to the video streaming on YouTube and other websites today. Cisco technology supports what the Internet can do to change the way people work, live, play, and learn.

John Chambers, Cisco President and Chief Executive Officer, has made customer focus an essential part of the company's policy. "Customer success and satisfaction are at the heart of Cisco's business strategy and key drivers of our current and future success," says Chambers.

Cisco sales teams are committed to giving the best value to customers and partners, through tailored, differentiated sales and services. The company sells products directly to customers, takes full advantage of an extensive partner network, and provides award-winning technical support.

Cisco was founded on a culture of ethical principles, open communication, empowerment, trust, integrity, and corporate philanthropy. Cisco employees live and work by these values today.

Learn more about Cisco at <http://www.cisco.com>.

Cisco as an Employer

Cisco is a stable, financially secure company, with a substantial, sustainable record of profitable growth derived from industry-leading products and services. It has a globally recognized brand and image, and is a Fortune Magazine "Most Admired" company.

Cisco has an unrivalled record of commitment to diversity and inclusion, corporate citizenship, and ethical practice. It is rated by its employees for inclusion in Fortune Magazine's "Top 100 Companies in the World" for which to work. Cisco is known for helping people develop long-term international careers, and has market-leading products and solutions that touch our everyday lives.

Technology and innovation, powered by Cisco, are changing the way that people around the world work, live, play, and learn:

- People are receiving faster medical care, through networks that unite voice, video, data, and healthcare systems
- Cisco wireless communications solutions and security technologies allow people to work more flexibly, while helping to ensure the security of their business and personal information
- Advanced communications in ambulances are transmitting patient information to hospitals, speeding the provision of care to patients
- Employees are going beyond the boundaries of corporate networks, knowing they are protected, wherever they do business over wired or wireless networks

Cisco Culture

Cisco has a flexible culture of empowerment, teamwork, giving back to the community, and focusing on customer success. The company hires the best people in their fields, and brings them together in an environment designed to help everyone achieve success. Your colleagues will inspire, challenge and support you; you will learn from them and they will learn from you.

Opportunities

Some of the initial opportunities in the Cisco Support Center are in the HR Shared Services organization.

HR Connection - HR Shared Services

The HR Connection (HRC) is a global Cisco HR organization which provides internal HR shared services to employees, managers, and HR stakeholders worldwide. The HRC organization is split into three regional teams (APAC, AMERICAS, and EMEAR) and one global business operation support team. You will be part of the regional EMEAR (Europe, Middle East, Africa, and Russia) HRC team supporting our clients in the five main EMEAR regions: North, Emerging, Central, UKI, and South.

We are excited to establish this core HRC operations team in Krakow, as we plan for an EMEAR wide expansion of the HR shared services model. The team will have its main presence in Krakow, with smaller presences in London, Moscow, Spain, and Beirut. You will help enable the newly established Krakow team to provide excellent customer service, meeting the demands of our employee and manager population. You will also help the team balance the need of this population with the need to protect Cisco policies and procedures, as well as local and regional legislation.

Joining Cisco to start or further your HR career will allow you to experience the delivery of HR services in a very innovative, modern way, marked by the leading collaboration technology in the latest-generation style. Cisco uses the latest range of sophisticated HR tools, which over time will be adopted by most large corporations. We have a culture of collaboration, innovation, and excellence, and are continually seeking to improve, on all levels.

Help to redefine and transform the Cisco shared service model, and shape Cisco HR to be the best place to work, to develop your career, and to have fun.

HR Specialist - HR Advisor

Scope of responsibilities aligned to the position:

- Effectively manage HR web cases, and provide best-in-class client experience for Cisco employees, managers, and HR stakeholders
- Receive and manage incoming phone enquiries through to resolution, helping to ensure an excellent customer experience
- Make sure that all interactions are captured in detail, using the Cisco case management system
- Support employees, managers, and HR with established generalist and regional processes (for example, vacation, leave of absence, benefits selections, compensation, and reporting changes)
- Understand end-to-end HR processes, and the impact of timely and accurate execution
- Understand the various HR systems, the different related roles and responsibilities, and the data flow between them

- Thoroughly use available knowledge management tools, to research issues and use relevant escalation paths where needed
- Provide ongoing feedback on existing knowledge management articles, and make recommendations for additional new content in line with case trends and experiences, through the HRIQ tool
- Effective prioritization of any urgent, time-sensitive, or business-critical cases
- Handle sensitive data and information effectively and appropriately
- Participate in cross-functional projects, to help ensure end-to-end HR processes are transparent from an execution perspective
- Collaborate and effectively communicate with internal HR stakeholders and the HR ecosystem (for example, Finance and IT), including HRC Tier 2 teams, other regional HRC teams, Center of Excellence (COE), HR Managers, and the HR Tools and Systems Group

HR Specialist: Data, HR Systems, and Documentation

Scope of responsibilities aligned to the position:

- Manage HR web cases, providing best-in-class client experience for Cisco employees, managers, and HR stakeholders; use the Cisco case management system
- Manage generalist HR data and system related processes
- Help ensure Oracle HR Mng system (HRMS) is accurate, and data entry occurs according to Cisco HR SOX Compliance
- Manage generalist and regional specific documentation requests (for example, government forms, payroll forms, employee certificates, loan support certificates, and entity invitation letters on standard and special basis)
- Manage critical HR lifecycle processes, such as regional and local termination, payroll, benefit, and contract annex processes
- Escalate exceptions and complex requests, using the established escalation model, to help ensure accurate, timely, and consistent case resolution
- Understand HR end-to-end processes, and the impact of HR data entry and processing
- Manage sensitive data and information effectively and appropriately
- Participate in cross-functional projects, to help ensure that end-to-end HR processes are transparent from a data, systems interface, and policy perspective
- Collaborate and effectively communicate with internal HR stakeholders and HR ecosystem (for example, Finance and IT), including HRC Tier 2 teams, other regional HRC teams, COE, HR managers, and the HR tools and systems group

Desired Qualifications and Personal Skills:

- Graduate or professional with one-to-three years of relevant HR experience
- University Degree: Bachelors degree or Masters degree (Studia Licencjackie or Studia Magisterskie)
- Any fields of study are welcome: You need to demonstrate your transferable skills
- Ambition to achieve career progression within HR and personal development
- Ambition to succeed in a complex corporate environment

- International background and ambition to work within a diverse, international team supporting a very international employee and manager population
- HR tools and systems experience is an advantage but not essential
- Core competencies: Customer service orientation, knowledge sharing, attention to detail, effective communication, excellent learning capability, self-starter

Other:

- The location of this role is Krakow (Poland)
- The projected start date is July 1, 2012

Benefits

Do You Think This Opportunity is for You?

HR Connection provides an excellent environment for learning and individual personal and career development. Working within HR Connection provides exposure not only to a wide-range of HR topics, processes, and tools, but also to the diversity which a theater comprising over 60 countries provides.

Working within the Cisco shared service model provides a wide-ranging training and development structure, comprising coaching, shadowing, and mentoring opportunities, in addition to a comprehensive new-hire training program. This can help you continuously develop and hone your skills and knowledge.

Future Career Opportunities

For Cisco, people development is a high priority. In the HR Shared Services organization, this means that there are regular development meetings between each employee and their manager. Both short-term and long-term development plans are always on the agenda, to help ensure that people grow in their current role or toward other roles.

Your Career Inside Cisco Might Involve:

HRC Program Specialist or Program Manager (HRC Tier2)

Program Aligned, supporting a COE (Staffing, Compensation, and Benefits), or Regional Aligned, supporting local HR teams across the theater.

Core Responsibilities:

- Manage all regional HRC Tier 1 escalations and provision of direction and training
- Regional HR and COE Engagement
- Ownership and management of all COE and country-specific knowledge, and Tier 0 solutions
- Oversee all process improvement, reengineering, and migration of new processes to be supported
- Qualitative and quantitative case analysis
- Case coaching and mentorship for Tier 1
- Management of global ecosystems and important corporate stakeholders

Other Program Specialist or Program Manager roles might center on Employee Relations, Compensation, Benefits, or Training and Development.

HRC Specialist: HRC Team Lead

An additional operational and people management role may develop as the HR Connection team grows.

Local HR Representative

Part of a local HR team, working directly with the local business on talent management, local compliance, management development, and local benefits projects.

Functional HR Representative

Working directly in an HR capacity, with a functional team supporting, for example, Finance, Services, Enterprise, Collaboration, and Service Provider organizations across EMEAR.

Possible Later Career Opportunities

Centre of Excellence (COE) Program Manager

Full responsibility for managing an EMEAR wide, COE-owned program (for example, Annual Reward or Performance Management cycles).

HR Manager

Leading a small team within HR Shared Services, COEs, or in the Country HR space.

Global Program Management (HR Connection)

Managing global HR Connection programs impacting all centers (for example, Business Operations, Technology and Collaboration, Knowledge Management, and Branding).



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