



*SMART TECHNOLOGIES BD LTD.
HUMAN RESOURCE MANAGEMENT DEPARTMENT
ROLES AND RESPONSIBILITIES*

The HR department of Smart Technologies BD Ltd. (STBL) plays a crucial role in the company by managing various employee-related functions and ensuring a positive and productive work environment. Here are the details of the roles and responsibilities of STBL's HR department:

1. Recruitment and selection:

The HR department is responsible for attracting and hiring the right talent for the organization. This involves creating job descriptions, posting job advertisements, screening resumes, conducting interviews, and selecting candidates who are the best fit for the company.

the recruitment and selection process of the HR department at Smart Technologies BD Ltd. (STBL) involves several key steps.

Job analysis and description: The HR department works closely with hiring managers and relevant stakeholders to conduct a thorough job analysis. This involves understanding the skills, qualifications, and experience required for the position. Based on this analysis, the HR team creates comprehensive job descriptions that accurately reflect the role's responsibilities, requirements, and desired qualifications.

Job advertising: Once the job description is finalized, the HR team determines the most effective channels to advertise the job opening. This may include posting on relevant job portals, social media platforms, the company's website, and other industry-specific platforms. The HR team ensures that the job advertisements are well-crafted to attract suitable candidates.

Application screening: After receiving applications, the HR team screens resumes and application forms to shortlist potential candidates who match the job requirements. They assess qualifications, experience, skills, and other relevant criteria to identify viable candidates.

Interviewing: The HR team coordinates and conducts interviews for the shortlisted candidates. Depending on the position and organizational needs, interviews may be conducted in multiple rounds and involve different interview techniques such as behavioral interviews, technical assessments, or panel interviews. The team evaluates candidates based on their qualifications, skills, cultural fit, and potential for growth within the organization.

Selection and decision-making: Following the interviews, the HR team collaborates with hiring managers to assess the performance of each candidate. They evaluate interview feedback, reference checks, and any additional assessments to make an informed decision regarding the candidate's suitability for the organization. The final selection is made based on the candidate's qualifications, experience, skills, cultural fit, and alignment with the company's values and goals.

Offer and onboarding: Once the hiring decision is made, the HR team extends the job offer to the selected candidate. They discuss salary and benefits, negotiate terms if necessary, and assist in the creation and signing of the employment contract. Additionally, the HR team ensures a smooth onboarding process by coordinating with different departments to provide the new employee with the necessary resources, information, and support for a successful transition into the organization.

Throughout the recruitment and selection process, the HR department at STBL aims to attract and hire talented individuals who align with the company's values and contribute to its success. They actively engage with hiring managers and stakeholders to ensure a thorough understanding of the requirements for each position, conduct fair and unbiased assessments of candidates, and ultimately onboard individuals who have the potential to thrive within the organization.

2. Onboarding and orientation:

HR is responsible for providing a smooth onboarding process for new employees. They ensure that necessary paperwork is completed, conduct orientation programs, and support new hires in understanding company policies, procedures, and culture.

Paperwork completion: The HR department ensures that all necessary paperwork is completed by new employees. They provide the required forms and documents, such as employment contracts, tax forms, and confidentiality agreements, and guide employees through the process. HR professionals are available to answer any questions and assist in completing the administrative formalities accurately and efficiently.

Orientation program: STBL's HR team conducts an orientation program for new employees to familiarize them with the company's culture, policies, procedures, and practices. The program is designed to provide a comprehensive overview of the organization and its operations. It may cover topics such as the company's history, mission, values, organizational structure, and expectations from employees.

Company policies and procedures: HR supports new hires in understanding company policies and procedures. They provide clear explanations of various policies, such as code of conduct, attendance, leave management, and technology usage. HR professionals ensure that new employees are aware of the expectations, guidelines, and compliance requirements related to their roles within the organization.

Introduction to company culture: HR plays a key role in introducing new employees to the company's culture. They help new hires understand the values, norms, and practices that define the organization's working environment. HR may share stories, presentations, or videos that illustrate the company's culture, emphasizing teamwork, innovation, diversity, and other core aspects that contribute to a positive and inclusive work culture.

Integration into teams: The HR department facilitates the integration of new hires into their respective teams and departments. They help arrange introductions and meetings with team members, supervisors, and key stakeholders. HR professionals may organize team-building activities or events to foster positive relationships and collaboration among team members.

Training and development: HR identifies the training needs of new employees and helps coordinate the necessary training programs. They collaborate with managers and department heads to arrange on-the-job training, workshops, or external training sessions to enhance the knowledge and skills of new hires. HR ensures that employees have access to the resources and support needed to excel in their roles.

Ongoing support: HR provides ongoing support to new employees during their early days with the company. They act as a point of contact for any questions, concerns, or issues that may arise. HR professionals offer guidance, feedback, and assistance to ensure that new employees feel supported and valued in their new roles.

Feedback and evaluation: HR collects feedback from new employees regarding the onboarding process to continuously improve and enhance the experience. They may conduct surveys or one-on-one discussions to understand new hires' perspectives and address any areas that require attention or improvement.

3. **Employee relations:**

HR professionals at STBL act as a bridge between employees and management. They address employee concerns, manage conflicts, and foster a positive work environment by promoting open communication and resolving any issues that may arise within the organization.

The HR professionals at Smart Technologies BD Ltd. (STBL) play a crucial role in employee relations, acting as a bridge between employees and management.

Employee support and guidance: HR professionals at STBL are approachable resources for employees regarding any concerns, queries, or issues they may have. They provide guidance and support to employees, listening to their concerns and offering appropriate solutions or suggestions. HR professionals ensure that employees feel comfortable approaching them with any work-related matters.

Conflict resolution: When conflicts arise between employees or between employees and management, HR professionals step in to resolve them. They act as neutral mediators, facilitating open and constructive dialogue to reach a resolution. They apply conflict resolution techniques, such as active listening, empathy, and compromise, to find solutions that are fair and mutually beneficial.

Employee engagement: HR professionals actively work to foster a positive work environment and promote employee engagement at STBL. They organize activities like team-building events, employee recognition programs, and engagement surveys to boost employee morale and motivation. HR professionals also promote communication and collaboration among employees to enhance job satisfaction and loyalty to the organization.

Policy development and implementation: HR professionals are responsible for developing and implementing employee-related policies and procedures at STBL. They ensure that policies are fair, consistent, and aligned with relevant laws and regulations. HR professionals communicate policies to employees, clarify any doubts, and provide guidance on policy interpretation.

Confidentiality and trust: HR professionals maintain strict confidentiality when handling employee concerns and sensitive personal information. They handle employee issues with discretion and ensure that sensitive matters are kept confidential. By maintaining confidentiality and trust, HR professionals create a safe environment for employees to discuss their concerns openly.

Grievance handling: In cases where employees have formal complaints or grievances, HR professionals facilitate the internal grievance handling process. They investigate complaints thoroughly, ensuring fairness and impartiality. HR professionals take appropriate actions to address and resolve the grievances, maintaining transparency and ensuring compliance with legal requirements.

Employee wellness and wellbeing: HR professionals promote employee wellness and wellbeing at STBL. They develop and implement initiatives focused on employee health, work-life balance, and employee assistance programs. HR professionals may also facilitate access to resources like counseling services or wellness programs to enhance the overall wellbeing of employees.

Compliance with labor laws: HR professionals at STBL ensure compliance with labor laws and regulations. They stay updated on changes in labor laws and ensure that policies, procedures, and practices align with legal requirements. HR professionals promote a fair and inclusive environment, ensuring that employees' rights are protected and respected.

4. **Employee engagement:**

The HR department is responsible for developing and implementing initiatives that promote employee engagement and satisfaction. This may include organizing team-building activities, recognition programs, employee surveys, and providing opportunities for professional development and growth. For Smart Technologies BD Ltd. (STBL), the HR department takes employee engagement very seriously. They understand that engaged employees are more productive, motivated, and committed to the organization's goals. To promote employee engagement and satisfaction, the HR department at STBL focuses on the following initiatives:

Team-building activities: The HR department organizes various team-building activities such as off-site retreats, sports events, and team-building exercises to foster collaboration, trust, and positive relationships among employees.

Recognition programs: STBL's HR department implements recognition programs to acknowledge and appreciate employees' hard work and achievements. This can include employee of the month awards, spot recognition, and public appreciation for exceptional performance.

Employee surveys: HR regularly conducts employee satisfaction surveys to gather feedback on different aspects of work, culture, and employee experience. The feedback collected through these surveys helps the HR department identify areas of improvement and take necessary actions to address any concerns.

Professional development opportunities: HR at STBL provides various opportunities for employees to enhance their skills and knowledge. They organize training programs, workshops, and seminars, both internally and externally, to enable employees to grow professionally and reach their full potential.

Communication channels: The HR department ensures effective communication channels are in place to facilitate transparent and open communication within the organization. They may organize regular

team meetings, town halls, or create online platforms for employees to share their ideas and concerns with management.

Work-life balance initiatives: STBL's HR department is committed to promoting a healthy work-life balance for its employees. They may implement flexible work arrangements, wellness programs, and initiatives to help employees maintain a good work-life integration.

Employee feedback and grievance handling: HR provides channels for employees to provide feedback and raise grievances. They ensure that feedback is taken seriously, and necessary actions are taken to address any concerns or issues raised by employees.

Recognition of diversity and inclusivity: The HR department fosters an inclusive work environment by promoting diversity and ensuring that employees' unique skills and perspectives are valued. They may organize events or training sessions to create awareness about diversity and inclusion.

5. **Performance management:**

HR professionals manage the performance appraisal process to ensure that employees are meeting their goals and objectives. They develop performance metrics, facilitate performance reviews, provide feedback, and support employees in their professional development.

At Smart Technologies BD Ltd. (STBL), the HR department takes performance management seriously and plays a crucial role in ensuring that employees meet their goals and objectives. Here is how the HR department at STBL manages performance:

Setting performance metrics: The HR department collaborates with managers and supervisors to establish clear and specific performance metrics for each role and position within the company. These metrics align with the organization's overall goals and objectives.

Performance appraisal process: The HR department oversees the performance appraisal process, which typically includes conducting regular performance reviews or evaluations. They ensure that this process is fair, consistent, and based on objective criteria.

Facilitating performance reviews: HR professionals provide guidance and support to managers and supervisors in conducting performance reviews. They may offer training or resources to help them effectively evaluate employee performance.

Providing feedback and recognition: The HR department encourages managers and supervisors to provide timely and constructive feedback to employees during performance reviews. They may also recognize and appreciate exceptional performance, providing positive reinforcement.

Supporting employee development: HR supports employees in their professional development by identifying training needs and arranging relevant training programs, workshops, or seminars. They may also provide guidance on career advancement opportunities within the organization.

Performance improvement plans: In cases where employees are not meeting performance expectations, the HR department works with managers and supervisors to develop performance

improvement plans. These plans outline specific actions and goals to help employees improve their performance.

Goal alignment: The HR department ensures that individual employee goals align with the organization's overall goals. They facilitate goal-setting sessions and provide clarity on how each employee's role contributes to the achievement of broader company objectives.

Performance-based incentives: In some cases, the HR department may implement performance-based incentive programs to motivate and reward employees who consistently meet or exceed performance expectations. This can include bonuses, salary increases, or other recognition.

Ongoing performance tracking: HR professionals maintain and track performance records for each employee. This helps in identifying patterns, trends, and areas for improvement, allowing the HR department to provide relevant support and feedback to both employees and managers.

6. **Compensation and benefits:**

The HR department is responsible for designing and implementing compensation and benefits policies. They ensure that employee salaries are competitive, administer benefits programs, and provide guidance on compensation-related matters.

At Smart Technologies BD Ltd. (STBL), the HR department plays a vital role in the design and implementation of compensation and benefits policies. They ensure that employees are fairly compensated and receive comprehensive benefits. Here is how the HR department at STBL handles compensation and benefits:

Compensation benchmarking: The HR department conducts regular market research and benchmarking to ensure that employee salaries are competitive. They analyze industry standards and trends to determine appropriate compensation ranges for each position within the company.

Salary administration: HR professionals, in consultation with management, establish salary structures and guidelines for different job roles and levels. They ensure that salaries are aligned with employees' skills, qualifications, performance, and experience.

Benefits administration: The HR department administers various benefits programs, including health insurance, retirement plans, leave policies, and other employee benefits. They ensure compliance with legal requirements and regularly review and update these programs to meet employee needs and expectations.

Compensation-related guidance: HR provides guidance to employees and managers on compensation-related matters such as promotions, salary adjustments, and bonus structures. They help ensure that decisions are fair, transparent, and aligned with company policies.

Performance-based rewards: The HR department may implement performance-based rewards programs, such as annual bonuses or incentives, to recognize and reward exceptional employee performance. They establish criteria and processes to ensure fairness and consistency in reward distribution.

Salary and benefits reviews: HR professionals at STBL periodically review and evaluate the effectiveness of compensation and benefits policies. They assess the competitiveness of salaries, the relevance of benefits programs, and overall employee satisfaction with the compensation package. Based on these reviews, they make necessary adjustments to stay competitive in the market.

Compliance with legal requirements: The HR department ensures compliance with labor laws and regulations related to compensation and benefits. They stay updated on changes in legislation and make necessary adjustments to policies and practices accordingly.

Compensation communication: HR communicates compensation policies, practices, and changes to employees. They provide clear and transparent information on how salary decisions are made, the factors considered, and employees' rights and entitlements in terms of various benefits.

Total rewards strategy: The HR department may develop a total rewards strategy that encompasses not only salary and benefits but also other factors such as recognition, career development opportunities, and work-life balance initiatives. This holistic approach enhances employee engagement and satisfaction.

7. Training and development:

HR identifies the training needs of employees and arranges for the necessary training programs. They collaborate with internal and external trainers to conduct training sessions, workshops, and seminars to enhance employees' skills and knowledge.

At Smart Technologies BD Ltd. (STBL), the HR department is committed to the training and development of employees. They recognize that continuous learning and skill enhancement are essential for individual and organizational growth. Here is how the HR department at STBL handles training and development:

Identifying training needs: The HR department works closely with department heads, managers, and employees to identify training needs. They conduct training needs assessments, analyze performance gaps, industry trends, and future skill requirements to determine the most crucial areas for training.

Training program design: Based on the identified training needs, the HR department designs training programs that align with the organization's goals and meet employees' learning objectives. They consider different modes of training delivery, including instructor-led sessions, e-learning modules, workshops, seminars, and on-the-job training programs.

Collaboration with trainers: The HR department collaborates with both internal and external trainers to deliver the training programs effectively. Internal trainers with subject matter expertise may be identified from within the organization, while external trainers are engaged to provide specialized training in specific areas.

Training logistics: HR professionals handle the logistics of training programs, including scheduling sessions, booking training venues, coordinating with trainers, and ensuring necessary resources and materials are available for each training event.

Individual development plans: The HR department supports employees in creating individual development plans that outline their career goals and the training necessary to achieve them. They provide guidance and assistance in selecting appropriate training programs and opportunities for employees based on their development needs.

Skills enhancement programs: In addition to addressing specific skill gaps, the HR department also organizes programs to enhance employees' overall skill sets. These programs may cover areas such as leadership development, communication skills, problem-solving, and team building.

Evaluation and feedback: Following each training program, the HR department collects feedback from participants to assess the effectiveness of the training. They use this feedback to continuously improve training programs and ensure that employees are gaining valuable knowledge and skills.

Professional certification support: In certain roles or industries, HR may support employees who wish to pursue professional certifications or advanced degrees. They provide guidance on available certification programs, facilitate exam preparations, and may even provide financial assistance for eligible employees.

Tracking and record-keeping: The HR department maintains accurate records of employees' training history, completed programs, and certifications. This information helps in identifying skill gaps, monitoring employee growth, and providing evidence of training compliance when required.

Learning and development platforms: The HR department may implement learning management systems or online platforms to provide employees with easy access to training resources, e-learning modules, and other learning materials.

8. Compliance with labor laws and policies:

The HR department ensures compliance with labor laws and regulations in Bangladesh. They keep updated on changes in labor laws and make necessary policy adjustments accordingly. They also manage employee records, maintain confidentiality, and ensure data security.

At Smart Technologies BD Ltd. (STBL), the HR department takes compliance with labor laws and policies very seriously. They understand the importance of adhering to legal requirements and maintaining a fair and ethical work environment. Here is how the HR department at STBL ensures compliance:

Staying updated on labor laws: The HR department stays informed about changes in labor laws, regulations, and employment practices in Bangladesh. They regularly monitor updates from relevant government agencies and industry-specific bodies to ensure they are up-to-date on any legal changes that may impact the organization.

Policy development and adjustments: Based on changes in labor laws or regulations, the HR department reviews and updates internal policies and procedures to ensure alignment and compliance. If necessary, they make necessary adjustments to policies and practices, communicating changes to employees.

Employee record management: The HR department is responsible for maintaining accurate and up-to-date employee records. This includes keeping records of personal information, employment contracts, leave records, performance appraisals, training records, and any relevant documentation required by labor laws.

Confidentiality and data security: HR professionals at STBL ensure the confidentiality of employee information and maintain data security. They follow guidelines and best practices related to data protection and implement security measures to safeguard employee data.

Compliance audits: The HR department may conduct regular compliance audits to identify and address any potential non-compliance issues. This involves reviewing HR policies and procedures to ensure they align with labor laws and regulations.

Employee handbook and policy communication: The HR department compiles and maintains an employee handbook that provides detailed information on company policies, procedures, and regulations. This handbook is regularly updated to reflect any changes in labor laws and is communicated to all employees.

Employee rights and entitlements: The HR department ensures that employees are aware of their rights and entitlements as outlined in labor laws. They provide guidance to employees on matters such as working hours, leave entitlements, maternity/paternity benefits, and overtime policies.

Compliance training: HR may organize training sessions or workshops to educate employees on labor laws, their rights, and obligations. These sessions help create awareness and ensure that employees understand their legal rights and responsibilities within the workplace.

Handling employee complaints and grievances: The HR department provides channels for employees to raise complaints or grievances related to labor law violations. They investigate and address these concerns promptly, ensuring a fair and impartial resolution process.

9. Health and safety:

HR professionals ensure a safe and healthy work environment for all employees. They develop and implement safety policies, conduct safety training, and maintain proper documentation related to health and safety standards.

At Smart Technologies BD Ltd. (STBL), the HR department takes the health and safety of employees seriously. They work to ensure a safe and healthy work environment for everyone within the organization. Here is some information regarding STBL's approach to health and safety:

Development of safety policies: The HR department, in collaboration with the management team, develops comprehensive safety policies and procedures. These policies outline the guidelines and protocols that employees must follow to maintain a safe work environment.

Implementation of safety training: HR professionals conduct safety training sessions to educate employees about potential hazards and safe practices specific to their roles and responsibilities. This training includes information on topics such as emergency response, fire safety, first aid, and

ergonomics. Regular safety drills may also be organized to prepare employees for various emergencies.

Documentation and compliance: The HR department ensures that all necessary health and safety records, reports, and documentation are properly maintained. This includes keeping track of incidents, accidents, near misses, and safety inspections. STBL also follows applicable legal requirements and complies with relevant occupational safety and health standards.

Communication and awareness: The HR department maintains effective communication channels to disseminate important health and safety information to employees. They may use various mediums, such as emails, notice boards, and internal communication platforms, to share safety guidelines, updates, and reminders.

Risk assessment and mitigation: HR collaborates with relevant stakeholders to identify potential risks and hazards in the workplace. Through regular risk assessments, they evaluate the effectiveness of existing control measures and develop strategies to mitigate risks effectively. This ensures that necessary safety measures are in place to prevent accidents or injuries.

Reporting and investigation: In the event of an accident, injury, or near miss, the HR department is responsible for facilitating the reporting and investigation process. They ensure that incidents are documented, investigated thoroughly, and appropriate actions are taken to prevent similar incidents from occurring in the future.

Health and wellness initiatives: In addition to physical safety, the HR department may also take initiatives to promote employee well-being and mental health. This can include organizing workshops, seminars, and wellness programs focused on stress management, mindfulness, and work-life balance.

10. HR administration:

Human Resources (HR) administration plays a vital role in organizations by overseeing various administrative tasks that ensure smooth operational functioning. In addition to maintaining employee records, managing payroll and attendance, and keeping track of leave requests, HR also handles other crucial areas like vehicle management, canteen management, office management, and warehouse management. Moreover, HR continuously updates employee policies and procedures manuals to create a robust framework for the workforce. This essay will delve into each aspect to highlight their significance and impact on organizational efficiency.

Maintaining Employee Records: The maintenance of employee records is a fundamental aspect of HR administration. Accurate and up-to-date records are essential for employee management, such as recruitment, performance evaluations, and salary revisions. HR departments meticulously record and update personal details, job titles, employment history, and training certifications, ensuring compliance with legal requirements and enabling efficient decision-making.

Managing Payroll: The efficient management of payroll is critical for ensuring employee satisfaction and compliance with legal obligations. HR professionals oversee payroll processes, including

calculating salaries, tracking attendance, managing leaves, and implementing bonuses and deductions. This ensures that employees receive accurate and timely payments, while also adhering to tax regulations and maintaining transparent pay slips.

Maintaining Attendance Records: HR administers attendance systems to monitor employees' time and attendance accurately. By recording clock-in and clock-out times, managing leaves, and enforcing attendance policies, HR ensures that employees fulfill their work obligations and are fairly compensated. This process not only helps track employee attendance but also provides data for evaluating productivity and identifying opportunities for improvement.

Keeping Track of Leave Requests: Leave management is a complex task that HR handles diligently. HR departments track and manage leave balances, record leave requests, communicate approved leaves to employees and their supervisors, and ensure that leave policies align with legal requirements and company policies. Through effective leave management, HR promotes work-life balance and minimizes disruptions to tasks and project timelines.

Vehicle Management: Effective vehicle management is crucial for organizations that rely on transportation. HR departments play a pivotal role in overseeing vehicle-related administrative tasks. This can include maintaining vehicle records, coordinating repairs and maintenance, monitoring fuel consumption, managing insurance and registration, and ensuring compliance with safety regulations. Proper vehicle management not only optimizes transportation activities but also reduces costs and enhances operational efficiency.

Canteen Management: Many organizations provide canteen facilities to employees to maintain a healthy work environment and promote employee well-being. HR administers canteen management by overseeing menu planning, maintaining hygiene standards, managing vendor relationships, and ensuring compliance with food safety regulations. By efficiently managing canteen operations, HR contributes to employee satisfaction and facilitates a conducive workplace culture.

Office Management: HR also contributes to effective office management, encompassing various administrative tasks to ensure a well-functioning workplace. This includes managing office supplies, coordinating facility maintenance and repairs, organizing office events, and overseeing mail and courier services. By focusing on efficient office management, HR enhances productivity, streamlines operations, and creates a conducive work environment.

Warehouse Management: In organizations with warehouses or inventory management needs, HR also plays a role in overseeing administrative tasks related to warehouse management. This may involve tracking inventory levels, coordinating product storage and retrieval, managing logistics, and implementing safety procedures. By ensuring effective warehouse management, HR contributes to smooth operations, timely order fulfillment, and customer satisfaction.

Updating Employee Policies and Procedures Manuals: Lastly, HR departments regularly review, update and communicate employee policies and procedures manuals. This ensures that employees are aware of their rights and responsibilities, promotes consistent practices across the organization, and assists in compliance with legal and regulatory requirements. Regular updates to these manuals reflect changing industry standards, promote fairness, and provide guidance on matters such as recruitment, performance evaluations, discipline, and employee development.

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