

Genentech, Inc.

Department: Human Resources

Job Family: Human Resources Management

Position: Director, Human Resources – Global Mobility, North America

Level: D2 – Accomplishes desired results of a corporate function, sub-function or significant operational unit. Shares strategic responsibility for an area of major corporate impact, or full strategic responsibility for an area of limited corporate impact.

Reporting to: Senior Director – Compensation, Benefits & Services

Purpose:

This position is responsible for the strategic leadership of the Genentech and Roche North America Pharma Relocation, Immigration and Housing Assistance Loan Programs, as well as global International Assignments into and out of North America. Provides operational management, requiring considerable technical and financial expertise. Establishes policies, in partnership with other senior Company management, to help meet Company goals. Also advises and consults with Staffing Consultants, Hiring Managers and senior Genentech management with respect to relocation policies designed to attract the best talent to Genentech. Manages both internal staff, as well as several outside Relocation and Immigration services providers. Consults with management, Staffing Consultants, HR Business Partners and employees regarding Immigration policies and procedures and a variety of compliance issues.

The services and support provided by the Global Mobility Group plays a critical role in the mission to attract the “best and the brightest” talent to Genentech and Roche. In addition to the complex logistical needs of a physical relocation, the Company’s main business operations are located in the highest cost housing market in the country. Therefore, one aspect of the Global Mobility Group’s philosophy and programs is to bridge gaps that exist in the cost of housing between a prospective employee’s old location and the new.

Job Description:

- Provide visionary leadership and policy development expertise in the areas of Relocation and Immigration, to assure that Genentech maintains a competitive array of benefits and services to attract the best talent, in order to achieve the Company’s business objectives
- Hire, motivate and manage a dynamic team of client-focused individuals to serve the Relocation and Immigration needs of Genentech employees. Assure they are well trained,

are able to back each other up due to the time sensitivities inherent in Relocation and Immigration, and are mutually accountable for the Group's success

- Establish individual and group goals, drive achievement of those goals, and manage the performance of team members by clearly establishing expectations and holding them accountable
- Coach, mentor and develop direct reports, designed to help them become the best they can be, with a continual emphasis on excellence
- Benchmark best practices in Relocation and Immigration, to assure Genentech remains competitive with other multi-national employers of choice
- Remain knowledgeable regarding Relocation and Immigration service providers, to assure that any vendors considered are true strategic business partners, with the ability to meet the needs of a demanding and diverse employee population
- Establish budgets and manage Relocation and Immigration costs, to assure that Genentech receives the best value and highest quality services
- Develop collateral tools and materials to support employees and Hiring Managers at each stage of the Relocation and Immigration processes. Simplify, insofar as possible, the complex nature of these processes
- Manage branding for the Global Mobility Group, the content of the Manager's Tool Kit and the on-line relocation support tool, Client Connection
- Provide consultative services to Hiring Managers, and senior Company management teams regarding Relocation and Immigration policies and procedures, e.g., assuring that all benefits are managed in accordance with IRS regulations
- Conduct Relocation and Immigration educational sessions for employees and managers designed to inform and support
- Establish Relocation and Immigration processes and continually drive for improvement to assure consistency, quality and service
- Closely manage a wide variety of vendors which provide services to Genentech employees in the areas of Relocation, Immigration and International Assignments.
- Assure that all compliance requirements are met, particularly with respect to H1B Visa postings and public access files, and Permanent Residency application processes
- Serve on the Staffing Leadership Team and assure cross-functional collaboration and accountability with Staffing Managers to achieve success

- Serve on the CBS Leadership Team, to assure collaborative and effective cross-functional management of Compensation, Benefits and Services
- Establish criteria for business reporting which will provide valuable metrics and management tools in the area of global workforce mobility
- Establish processes and expectations with respect to conducting customer service surveys of employees being provided with Relocation and /or Immigration services
- Implement internal auditing procedures to ensure compliance and accuracy of all Relocation and Immigration records
- Provide operational management of programs designed to address the challenges of high-cost housing areas, such as the Relocation Loan Program. Ensure fiduciary responsibility and maintain legal compliance of these programs, which are key elements in Genentech's ability to attract exceptional people to fill critical roles within the Company.
- Collaborate with Staffing Consultants and management on establishing strategies to attract executive and other hard-to-find talent to the Company.
- Consult with high-level and executive candidates, particularly those with challenging global mobility issues, to help them gain comfort regarding a decision to relocate
- Manage executive relocations and the communications with high-level employees, to assure that they are able to focus on their roles at Genentech, rather than being distracted by details and stresses associated with complex Relocation and Immigration processes
- Partner with Roche Global Mobility Group in Basel, Switzerland on management of expatriate assignments for global high potential employees into and out of North America
- Hire, manage and motivate regular and contract resources to provide ongoing management of International Assignments into and out of North America
- Manage split payroll, financial chargebacks and tax equalization process for Global International Assignments
- Manage year-end reporting and annual compensation cycle for International Assignees
- Establish partnerships and collaborate with key contacts for North America Roche Pharma Affiliates being serviced by South San Francisco Headquarters
- Ensure that communication at all levels are thorough, meaningful and effective
- Generally assure that all business is conducted with the highest levels of integrity and professionalism

Job Qualifications:

BS/BA required. Must have a minimum of ten years of progressively responsible management experience in a related field and a minimum of six years recent management experience involving complex processes and procedures in Relocation and Immigration. Thorough technical knowledge in these areas, as well as an ability to independently resolve difficult business issues also required. Customer service focus, project management expertise, and financial acumen are important in this role. Ability to provide strategic leadership, as well as operational management in a team environment, is critical to success.

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