



<b>Job Title</b>	HR Service Center Supervisor	<b>FLSA Status</b>	Exempt
<b>Band</b>	SUP	<b>Probationary Period</b>	12 Months
<b>Zone</b>	5	<b>Job Code</b>	17941

**Class Specification – HR Service Center Supervisor**

<b>Summary Statement:</b>	
The purpose of this position is to lead of team of HR Service Center representatives whom provide human resource administrative support to all employees regarding benefits, policies, forms and other general HR matters, as well as, data entry of all HR transactional data into the HRIS system.	
<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Oversee processing of all HR transactions into HRIS and other Systems of Record. Ensure all HR transactions are processed in compliance with federal and state labor and tax regulations, align with the organization’s policies and procedures and meet accuracy and deadline standards for efficient and timely processing metrics. Develop, implement, and audit HR function’s administrative policies and procedures in coordination with the organization’s goals which minimize company risk and meet all audit and compliance standards. Provide leadership, training and support to service center representatives responsible for responding to Benefit, Payroll, HR and other employment related inquiries. Provide ongoing training to staff to ensure that productivity and knowledge of the overall HR operations and Benefits process are properly maintained and improved upon. Provide leadership to service center team to ensure customer service standards and metrics surrounding program knowledge and telephone skills are developed, consistently maintained, and frequently measured. Utilize metrics regarding telephone and transactional workload analysis for service training, development and performance reviews.
35%	Manage relationships with vendors and third party outsourced providers to ensure efficient processes, accurate data transmissions and timely resolution to internal or participant inquiries are consistently achieved. Participate in and/or lead various special projects as identified by management to support HR and the organization’s goals initiatives. Ensure incoming calls, voicemails and emails from employees and external parties concerning a wide range of HR related questions are responded to timely, professionally and accurately. In interactions within this role, educate employees and



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	managers on company HR policies, process, programs, and tools. Support to external inquirers, which may include, but are not limited to: Employment verification, Unemployment claims, Candidate inquiries regarding applications, etc., are in accordance with company policies and procedures. Identify trends in HR service center activity to provide feedback to enhance policies/practices and to contribute to the development and/or evolution of HR tools that support employee and manager self-service and education. Ensure HR data shared with external departments has been vetted for legitimacy, meets regulatory & audit requirements, and contains accurate data.
30%	Develop, implement, and audit processes associated with the onboarding of new employees, including electronic distribution of new hire paperwork, welcome calls, orientation readiness, I-9 administration, etc., to ensure a favorable experience for all new employees. Assist in the exit process for employees including preparation of summary of pay and benefits, verifying manager separation checklists are completed and if applicable severance documentation and tracking is accurate. Assist the HR Business Partner team in the distribution, collection and reporting of new hire and exit surveys so that results and metrics can be compiled and analyzed. Monitor and audit HR personnel files to ensure regulatory compliance and internal policies are accurately followed. Assist in the extraction of reports from the HR Information System. Assist team members in all aspects of their job to ensure workload requirements are met.

<b>Competencies Required:</b>	
Human Collaboration Skills:	Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading:	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math:	Intermediate – Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurements. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing:	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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**Technical Skills Required:**

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in Business Administration, Human Resources, or a related field.

Experience: Five years of full-time responsible experience in Human Resources including two years of administrative and/or supervisory experience.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**

Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives / effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

**Supervision Received:**

Receives Administrative Direction – The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.



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**Fiscal Responsibility:**

This job title prepares accounting, budget, employment actions, purchasing documents: and does research to justify language used in documents for a unit or division of a department.

**Physical Demands:** Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office and specialized HRIS software.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: November 2016