

Director, HR Solution Center

Position Summary

The Director, HR Solution Center position is a strategic role designed to manage best in class HR Solution Center services to support the University of Virginia. This Director-level position is responsible for leading and overseeing all strategic initiatives across the Solution Center. Services include benefits, leave and payroll-related transactions and consulting, candidate experience, pre-boarding, employee lifecycle transactions, and Solution Center quality and innovation. The incumbent will report to the AVP HR, Service and lead a team of Solution Center professionals.

Responsibilities and Duties

- Ensure continuity and successful delivery of functional services to customers across the University
- Create, foster and maintain a collaborative, innovative and customer-focused team culture
- Build and lead a team of career-long learners through professional enrichment and staff development
- Drive quality and innovation to optimize Solution Center operational performance and ensure customer satisfaction
- Anticipate and meet customers' evolving needs
- Negotiate, establish, and execute service level agreements with key stakeholders^[SM(1)]

Functional Area Outcomes

- Resolve the majority of inquiries in the first interaction
- Reduce time to resolve complex inquiries
- Decrease HR / payroll transaction error rate
- Support self-service adoption
- Deliver exceptional customer experience, resulting in high customer satisfaction

Knowledge, Skills and Abilities

- Design, manage and successfully execute a broad portfolio of operational services
- Build, lead and motivate high performing teams
- Utilize broad knowledge of HR functional areas
- Utilize strong written, verbal and interpersonal skills
- Drive quality and innovation
- Foster a team culture of continuous improvement and collaboration
- Demonstrate experience leveraging emerging technology to enhance team productivity and meet evolving customer needs

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: 5 years of experience managing a team or teams supporting the delivery of HR inquiry, HR transactional or benefits and leave administration services

Required Education: Bachelor's degree

Preferred Education: Master's degree

Preferred Certifications: Certified Employee Benefits Specialist (CEBS) certification, PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

Preferred Computer Applications: Workday and Salesforce