

## **HR Analyst, Quality & Innovation**

### **Position Summary**

The HR Analyst, Quality & Innovation position is a vital role designed to enable best in class HR Solution Center transactional services by focusing on operational performance support. This Analyst-level position is responsible for implementing and overseeing all quality and innovation practices performed throughout the Solution Center. The HR Analyst, Quality & Innovation is responsible for ensuring the best customer service and efficient operational performance processes. The incumbent will report to the Director, HR Solution Center.

### **Responsibilities and Duties**

- Provide Solution Center leadership with Salesforce and transactional analytics
- Track customer satisfaction
- Advise Solution Center leadership on strategies for innovation and quality enhancement
- Work closely with Solution Center team to lead continuous process improvement efforts
- Manage knowledge base development and revision
- Perform routine audits

### **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**

- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Understand process improvement strategies
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills

## Required and Preferred Qualifications

**Required Experience:** 3 years of relevant experience

**Preferred Experience:** Knowledge base development and management

**Required Education:** Bachelor's degree

**Preferred Certifications:** Salesforce Certification

**Preferred Computer Applications:** Workday, Salesforce, and call center management, reporting and knowledge base applications