

## **HR Assistant, Benefits, Leave and Payroll**

### **Position Summary**

The HR Assistant, Benefits, Leave and Payroll position is a vital role designed to provide best in class HR Solution Center benefits, leave and payroll transaction services to support the University of Virginia. This Assistant-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Assistant, Benefits, Leave & Payroll delivers high-quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave and Payroll.

### **Responsibilities and Duties**

- Assist with benefit and leave related transactions
- Review and audit dependent documentation
- Assist with inquiries and walk-ins during peak periods and document in Salesforce
- Provide feedback to HR Manager, BL&P for ongoing process improvement

### **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**

- Commit to best in class customer service experience for diverse faculty, staff and team member population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Utilize a positive, team-oriented approach to service delivery
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs

### **Required and Preferred Qualifications**

**Required Education:** Bachelor's degree

**Preferred Experience:** 2 years of relevant experience

