

HR Associate, Benefits, Leave and Payroll

Position Summary

The HR Associate, 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 Associate-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and for supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Associate, Benefits, Leave and 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

- Process short- and long-term disability
- Manage FMLA and intermittent FMLA
- Resolve escalated inquiries and document in Salesforce
- Advise about and transact leaves of absence
- Manage benefits billing
- Provide back-up support for inquiries and walk-ins during peak periods
- Provide feedback to HR Manager, BL&P for ongoing process improvement
- Facilitate workers compensation claim process

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 knowledge of benefits, leave and payroll processes
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply critical thinking, logic, and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- Navigate, interpret and articulate policies and procedures

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

Preferred Computer Applications: Workday, Salesforce and DocuSign