

HR Associate, Inquiry

Position Summary

The HR Associate, Inquiry position is a vital role designed to provide best in class HR Solution Center inquiry services to support the University of Virginia. This Associate-level position is responsible for the intake and resolution of inquiries made by faculty and employees across the University. The HR Associate, Inquiry delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Supervisor, Inquiry and will not have direct reports.

Responsibilities and Duties

- Leverage knowledgebase to provide consistent customer service
- Respond to employee and applicant inquiries through Salesforce and telephony solutions
- Provide frontline employee and manager self-service support
- Escalate inquiries as appropriate to HR Specialist, Inquiry; Benefits, Leave and Payroll Team; CoEs; and other University resources as appropriate
- Document inquiry resolution and escalation in Salesforce
- Complete routine transactions, such as address changes
- Conduct basic intake for ER-related inquiries and escalate as appropriate
- Provide feedback to HR Supervisor, Inquiry 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

- Service a diverse employee and applicant population
- Apply sound judgment and discretion with sensitive information
- Commit to continual process improvement
- Adapt to new technologies
- Exemplify a positive, team-oriented approach to service delivery

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

Preferred Computer Applications: Workday and Salesforce CRM