

HR Associate, Talent Support

Position Summary

The HR Associate, Talent Support position is a vital role designed to provide best in class talent recruitment services to support the University of Virginia. This Associate-level position is responsible for delivering the highest level of service to candidates throughout the recruiting process (including providing search updates to candidates and communicating with candidates, hiring managers and HR Business Partners in a timely manner), as well as facilitating the pre-boarding process and completing a complex variety of faculty, staff and team member-related transactions. The HR Associate, Talent Support will report to the HR Manager, Talent Support.

Responsibilities and Duties

- Provide search status updates to candidates, hiring managers, and HR Business Partners as requested and field inquiries on behalf of the Sr/Recruiter when necessary
- Communicate with and respond to candidates in a timely manner and at regular intervals
- Assist with tracking and managing employee referrals
- Facilitate the new hire pre-boarding process from offer to day one
- Complete a variety of faculty, staff and team member-related transactions

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

- Provide high level of customer service
- Utilize strong written, verbal and interpersonal skills
- Work efficiently as part of a team as well as independently
- Exercise keen attention to detail in a fast-paced environment
- Proactively communicate with hiring managers and candidates frequently
- Utilize excellent organizational and time management skills
- Adapt to changing priorities
- Handle sensitive information with discretion and confidentiality
- Follow set policies and procedures

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

Required Computer Applications: MS Office

Preferred Computer Applications: HR systems