

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

### **Position Summary**

The HR Manager, Benefits, Leave and Payroll position is a vital role designed to manage best in class HR Solution Center transactional and consulting services primarily focused on benefits, leave and payroll support to the University of Virginia. This Manager-level position is responsible for leading and overseeing all benefit, leave and payroll support transactions coming into the Solution Center, as well as overseeing benefits consulting services. The HR Manager, Benefits, Leave and Payroll is responsible for ensuring the best customer service and the efficiency of the team. The incumbent will report to the Director, HR Solution Center and lead a team of benefits, leave and payroll Specialists, Associates and Assistants.

### **Responsibilities and Duties**

- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Benefits, Leave and Payroll service delivery
- Serve as subject matter resource for BL&P Team
- Manage BL&P-specific knowledge base
- Serve as primary point of contact for HRBPs, CoEs, and Payroll as necessary
- Provide ongoing feedback and performance management for BL&P Team

### **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, team member and candidate population
- Navigate, interpret and articulate complex policies and procedures
- Utilize advanced knowledge of benefits, leave and payroll policies and procedures
- Exercise sound judgment and discretion with sensitive information
- Apply strong written, verbal and interpersonal skills
- Utilize a positive, team-oriented approach to service delivery
- Understand the University population's needs
- Commit to continual process improvement
- Apply advanced critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs
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- Articulate and navigate complex policies and procedures

## Required and Preferred Qualifications

**Required Experience:** 4 years of relevant experience

**Preferred Experience:** At least 4 years of relevant experience managing a team or teams

**Required Education:** Bachelor's degree

**Required/Preferred Certifications:** Certified Employee Benefits Specialist (CEBS) certification, PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

**Preferred Computer Applications:** Workday and Salesforce