

HR Manager, Talent Support

Position Summary

The HR Manager, Talent Support position is a vital role designed to manage best in class HR Solution Center talent-related transaction services to support the University of Virginia. This Manager-level position is responsible for leading and overseeing all talent-related transactions coming into the Solution Center, including direct customer interaction as necessary. The HR Manager, Talent Support 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 manage the Talent Support team.

Responsibilities and Duties

- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Talent Team service delivery
- Serve as transactional and pre-boarding subject matter resource for Talent Team
- Manage Talent Team-specific Knowledgebase
- Serve as primary point of contact for HRBPs and CoEs, as necessary
- Provide ongoing feedback and performance management for Talent 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
- Articulate and navigate complex policies and procedures
- Possess specialized knowledge of Academic and Health System-specific pre-boarding and licensure needs
- Possess specialized knowledge of new hire and document management compliance needs
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Possess 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
- Possess knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs

Required and Preferred Qualifications

Required Experience: 4 years of relevant experience

Preferred Experience: At least 2 years of supervisory experience in a contact center

Required Education: Bachelor's degree

Preferred Education: Master's degree

Preferred Certifications: PHR, SHRM-CP, SHRM-SCP, SPHR, or an equivalent professional qualification

Preferred Computer Applications: Workday, Salesforce and DocuSign