

HR Specialist, Inquiry

Position Summary

The HR Specialist, Inquiry position is a vital role designed to provide best in class HR Solution Center inquiry services to support the University of Virginia. This Specialist-level position is responsible for managing the most complex inquiries made by faculty, staff and team members across the University. The HR Specialist, Inquiry delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Supervisor, Inquiry.

Responsibilities and Duties

- Respond to faculty, staff, team member and applicant inquiries through Salesforce, telephony solutions, and email
- Provide employee and manager self-service support
- Complete transactions as necessary
- Deploy specialized knowledge, particularly in benefits, wellness, payroll, leave and policy to resolve complex faculty, staff, team member and retiree inquiries
- Escalate inquiries to Talent and Benefits, Leave and Payroll teams as appropriate
- Conduct basic intake for ER-related inquiries and escalate as appropriate
- Document inquiry resolution and escalation in Salesforce
- Provide feedback to HR Supervisor, Inquiry for ongoing process improvement and Knowledgebase development

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
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Commit to continual process improvement
- Utilize a positive, team-oriented approach to service delivery
- Navigate, interpret and articulate complex policies and procedures

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Required Education: Bachelor's degree

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

Preferred Computer Applications: Workday and Salesforce CRM