

Future-state HR Service Delivery Model

Service Position Descriptions



Note: Position descriptions are *draft* and not yet final. Position descriptions are subject to change.

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HR Business Partner

Position Summary

The HR Business Partner position is a vital role designed to provide best in class Business Partner service to his/her assigned school, unit, or organization at the University of Virginia. This position is responsible for driving the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, and risk mitigation to augment by executing activities supporting Business Partners, leadership, and school/unit/organization leadership. Through effective application of unit knowledge, organization networks, creative problem solving, as well as in-depth HR knowledge and experience, this position supports the vision and objectives of the school, unit or organization and its variety of faculty, staff and team members. The incumbent will report to the Senior Director, HR Service and will not have direct reports.

Responsibilities and Duties

- Coordinate and administer HR programs and activities with limited supervision
- Collaborate with Communities of Expertise (CoEs) to create program documents and/or templates used for local program implementations as well as ensure new programs and processes are effectively communicated and implemented within the business unit
- Facilitate clinical or departmental/unit-specific onboarding activities
- Apply and reinforce performance management and employee relations practices utilizing CoE endorsed practices (e.g., coaching, counseling, career development, disciplinary actions)
- Create and/or review faculty and high-level staff offer letters, including contracts in partnership with school/unit and external partners (e.g., UPG contracts, coaching contracts)
- Provide interpretation and advice on HR, EO/AAE, Provost, HIPAA, ADA/AA, and other governing policies, processes, and laws
- Collaborate with managers on promotions, job changes, and transfers
- Work with Managers, HR colleagues, Finance, and CoEs to ensure information is accurate, in support of headcount and budget management
- Identify and escalate opportunities for improvement that support the school/unit's goals and objectives, resulting in a better client experience and alignment with HR strategy and objectives
- Partner with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Maintain an effective level of business literacy as it relates to the assigned business unit's financial position, culture and engagement, and business objectives

Functional Area outcomes

- Develop, implement, and support HR goals, plans and initiatives at the school, unit, or organization
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members
- Reduce and maintain the turnover rate
- Incorporate management feedback into future HR programs

Knowledge, Skills and Abilities

- Utilize extensive knowledge of the principles and practices of organizational development/effectiveness/behavior with the ability to positively influence the culture and effectiveness of the organization
- Provide coaching and guidance to leaders on a variety of performance-related situations or circumstances
- Foster and maintain collaborative relationships with customers, peers, and other members of management and leadership
- Utilize knowledge of the HR field including employment laws and regulations (higher education knowledge preferred)
- Apply strong problem-solving skills with the ability to provide flexible solutions to resolve ambiguous, confidential and sensitive situations
- Manage multiple priorities with exceptional attention to detail while meeting deadlines
- Apply effective communication, organizational and change management skills
- Relate to individuals at all levels, with an understanding of diversity issues

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

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

Senior Director, HR Service

Position Summary

The Senior Director, HR Service position will lead HR Business Partners who support schools, units and entities of the University of Virginia, while also delivering exceptional service to a large and/or complex school/unit. This position will drive and manage the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, risk mitigation, and community and entity leadership to support performance of assigned school, unit or entity. This position supports the vision and objectives of the University of Virginia through effective application of unit knowledge, organization networks, and creative problem solving. The Senior Director, HR Service possesses and applies extensive HR knowledge and experience. The incumbent will report to the AVP, HR Service and lead a Business Partner team. The Senior Director, Service supporting the Health System will also have a dual reporting relationship to the VP & CHRO.

Responsibilities and Duties

- Plan and direct human resource programs to ensure the organization's current and future HR requirements are met at a local level, and lead a human resources team to ensure it delivers value-added human resources services
- Contribute to the overall business strategy and its execution by partnering with business leaders to identify, prioritize and build organizational capabilities
- Liaise with area managers to develop and implement local HR strategies that are appropriate for school/unit business needs and consistent with the organization's overall HR strategy
- Champion, drive and lead resource allocation and program planning in alignment with the vision and objectives of the University, school or unit, and HR
- Partner with management to identify and address gaps in skill sets in order to achieve organization objectives and foster a high performing workforce
- Communicate school/unit talent strategy and priority to Talent Recruitment and Talent Management to facilitate ongoing sourcing and growth
- Influence leaders to implement changes needed to improve schools/units functional performance
- Monitor and analyze various human resource metrics and provide proactive consultation to address potential business issues
- Understand employee engagement and support business initiatives that foster faculty, staff and team member commitment and performance
- Drive partnership with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Apply experience and in-depth knowledge of human resources technical areas to increase organizational performance
- Maintain an effective level of business literacy as it relates to the assigned business unit's financial position, culture and engagement, and business objectives

Functional Area Outcomes

- Develop, implement, and support HR goals, plans and initiatives at the school, unit, or organization
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members
- Reduce and maintain the turnover rate
- Incorporate management feedback into future HR programs

Knowledge, Skills and Abilities

- Operate within and leading cross-functional teams
- Influence at multiple levels of the organization and drive prioritization of HR initiatives
- Apply effective team leadership experience
- Translate changing business objectives to effective HR strategies
- Demonstrate broad technical expertise, business and industry knowledge, and process capabilities
- Collaborate effectively with Human Resources and business leadership
- Utilize strong quantitative and analytical skills
- Influence at multiple levels of the organization and drive prioritization of HR initiatives
- Utilize strong organizational and time management skills
- Strategically plan and execute programs and projects
- Demonstrate resourcefulness, take initiative and think outside the box to develop custom solutions
- Demonstrate experience with complex and rapidly changing work environments

Required and Preferred Qualifications

Required Experience: 6 years of relevant experience

Preferred Experience:

- Working with senior leadership.
- 5 years managing a high performing team

Required Education: Bachelor's degree

Preferred Education: Master's degree in a relevant field

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

Preferred Computer Applications: Workday, Salesforce and DocuSign

Senior HR Business Partner

Position Summary

The Sr. HR Business Partner is a vital role designed to provide best in class Business Partner service to a large and/or complex school, unit or organization at the University of Virginia. This position is responsible for driving and managing the HR customer experience inclusive of HR program administration, talent and performance management counseling and guidance, risk mitigation, and community and entity leadership to enhance performance of assigned school, unit or organization. Through effective application of unit knowledge, organization networks, creative problem solving, as well as in-depth HR knowledge and experience, the Sr. HR Business Partner supports the vision and objectives of the school, unit or organization and its variety of faculty, staff and team members. The incumbent will report to the Senior Director, HR Service and will not have direct reports.

Responsibilities and Duties

- Plan and direct human resource programs to ensure the organization's current and future HR requirements are met at a local level
- Contribute to the overall business strategy and its execution by partnering with business leaders to identify, prioritize and build organizational capabilities
- Liaise with area managers to develop and implement local HR strategies that are appropriate for school/unit business needs and consistent with the organization's overall HR strategy
- Champion, drive and lead resource allocation and program planning in alignment with the vision and objectives of the University, school or unit, and HR
- Advise leadership and managers on compensation data and best practices to facilitate appropriate budgeting
- Partner with management to identify and address gaps in skill sets in order to achieve organization objectives and foster a high performing workforce
- Communicate school/unit talent strategy and priority to Talent Recruitment and Talent Management to facilitate ongoing sourcing and growth
- Influence leaders to implement changes needed to improve schools/units functional performance
- Monitor and analyze various human resource metrics and provides proactive consultation to address potential business issues
- Partner with COE Leads, Human Resources Business Partners, and organization leadership to effectively administer and improve administration of human resources programs and services
- Design succession plans key positions; prepare development plans for high potential employees.
- Apply experience and in-depth knowledge of human resources technical areas to increase organizational performance
- Maintain an effective level of business literacy as it relates to the assigned business unit's financial position, culture and engagement, and business objectives

Functional Area outcomes

- Develop, implement, and support HR goals, plans and initiatives at the school, unit, or organization
- Increase faculty, staff, and team member engagement
- Focus attention on development plans for high potential faculty, staff, and team members

- Reduce and maintain the turnover rate
- Incorporate management feedback into future HR programs

Knowledge, Skills and Abilities

- Demonstrate broad technical expertise, business and industry knowledge, and process capabilities
- Collaborate and communicate in an exceptional manner
- Demonstrate strong quantitative and analytical skills
- Impact and influence leaders
- Organize and manage time Strategically plan and execute programs and projects
- Develop custom solutions and think outside the box with resourcefulness and by taking initiative
- Adapt to a complex and rapidly changing work environment

Required and Preferred Qualifications

Required Experience: 6 years of progressive relevant experience

Preferred Experience: Working and collaborating with senior leadership

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

Director, HR Solution Center

Position Summary

The Director, HR Solution Center position is a strategic role designed to manage best in class HR Solution Center services to support the University of Virginia. This Director-level position is responsible for leading and overseeing all strategic initiatives across the Solution Center. Services include benefits, leave and payroll-related transactions and consulting, candidate experience, pre-boarding, employee lifecycle transactions, and Solution Center quality and innovation. The incumbent will report to the AVP HR, Service and lead a team of Solution Center professionals.

Responsibilities and Duties

- Ensure continuity and successful delivery of functional services to customers across the University
- Create, foster and maintain a collaborative, innovative and customer-focused team culture
- Build and lead a team of career-long learners through professional enrichment and staff development
- Drive quality and innovation to optimize Solution Center operational performance and ensure customer satisfaction
- Anticipate and meet customers' evolving needs
- Negotiate, establish, and execute service level agreements with key stakeholders

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

- Design, manage and successfully execute a broad portfolio of operational services
- Build, lead and motivate high performing teams
- Utilize broad knowledge of HR functional areas
- Utilize strong written, verbal and interpersonal skills
- Drive quality and innovation
- Foster a team culture of continuous improvement and collaboration
- Demonstrate experience leveraging emerging technology to enhance team productivity and meet evolving customer needs

Required and Preferred Qualifications

Required Experience: 5 years of relevant experience

Preferred Experience: 5 years of experience managing a team or teams supporting the delivery of HR inquiry, HR transactional or benefits and leave administration services

Required Education: Bachelor's degree

Preferred Education: Master's degree

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

HR Analyst, Quality & Innovation

Position Summary

The HR Analyst, Quality & Innovation position is a vital role designed to enable best in class HR Solution Center transactional services by focusing on operational performance support. This Analyst-level position is responsible for implementing and overseeing all quality and innovation practices performed throughout the Solution Center. The HR Analyst, Quality & Innovation is responsible for ensuring the best customer service and efficient operational performance processes. The incumbent will report to the Director, HR Solution Center.

Responsibilities and Duties

- Provide Solution Center leadership with Salesforce and transactional analytics
- Track customer satisfaction
- Advise Solution Center leadership on strategies for innovation and quality enhancement
- Work closely with Solution Center team to lead continuous process improvement efforts
- Manage knowledge base development and revision
- Perform routine audits

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

- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Understand process improvement strategies
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: Knowledge base development and management

Required Education: Bachelor's degree

Preferred Certifications: Salesforce Certification

Preferred Computer Applications: Workday, Salesforce, and call center management, reporting and knowledge base applications

HR Assistant, Benefits, Leave and Payroll

Position Summary

The HR Assistant, Benefits, Leave and Payroll position is a vital role designed to provide best in class HR Solution Center benefits, leave and payroll transaction services to support the University of Virginia. This Assistant-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Assistant, Benefits, Leave & Payroll delivers high-quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave and Payroll.

Responsibilities and Duties

- Assist with benefit and leave related transactions
- Review and audit dependent documentation
- Assist with inquiries and walk-ins during peak periods and document in Salesforce
- Provide feedback to HR Manager, BL&P 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

- Commit to best in class customer service experience for diverse faculty, staff and team member population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Utilize a positive, team-oriented approach to service delivery
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs

Required and Preferred Qualifications

Required Education: Bachelor's degree

Preferred Experience: 2 years of relevant experience

HR Assistant, Talent Support

Position Summary

The HR Assistant, Talent Support is a vital role designed to provide best in class Talent Recruitment services to support the University of Virginia. This Assistant-level position is responsible for delivering the highest level of service to candidates throughout the recruiting process (including scheduling interviews, coordinating travel and submitting reimbursements to ensure a smooth and welcoming experience), as well as supporting the pre-boarding process and completing routine faculty, staff and team member-related transactions. The HR Assistant, Talent Support will report to the HR Manager, Talent Support.

Responsibilities and Duties

- Coordinate travel and hotel arrangements and compile and submit reimbursements for candidates and search participants
- Review candidate files for completion upon filling positions
- Support the new hire pre-boarding process from offer to day one
- Complete routine faculty, staff and team member-related transactions
- Monitor licensure compliance

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 a 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
- Utilize computer proficiency and technical aptitude with leading applications (e.g., Microsoft Office)
- Follow set policies and procedures

Required and Preferred Qualifications

Required Education: Bachelor's degree

Required Computer Applications: MS Office

Preferred Computer Applications: HR systems

HR Associate, Benefits, Leave and Payroll

Position Summary

The HR Associate, Benefits, Leave and Payroll position is a vital role designed to provide best in class HR Solution Center benefits, leave and payroll transaction services to support the University of Virginia. This Associate-level position is responsible for assisting with a variety of benefits, leave and payroll activities, and for supporting special projects related to HR functions affecting faculty, staff and team members across the University. The HR Associate, Benefits, Leave and Payroll delivers high-quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave and Payroll.

Responsibilities and Duties

- Process short- and long-term disability
- Manage FMLA and intermittent FMLA
- Resolve escalated inquiries and document in Salesforce
- Advise about and transact leaves of absence
- Manage benefits billing
- Provide back-up support for inquiries and walk-ins during peak periods
- Provide feedback to HR Manager, BL&P for ongoing process improvement
- Facilitate workers compensation claim process

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 and team member population
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate facility with new technologies
- Utilize knowledge of benefits, leave and payroll processes
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply critical thinking, logic, and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- Navigate, interpret and articulate policies and procedures

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

Required Education: Bachelor's degree

Preferred Computer Applications: Workday, Salesforce and DocuSign

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

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

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
- Prioritize diverse tasks to meet customer needs

- 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

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

HR Specialist, Benefits Counselor

Position Summary

The HR Specialist, Benefits Counselor position is a vital role designed to provide best in class HR Solution Center benefits services to support the University of Virginia. This Specialist-level position is responsible for offering one-on-one consulting services to faculty, staff and team members regarding benefit- and leave-related concerns, including retirement. The incumbent will also process the organization's most complex benefits-related transactions. The HR Specialist, Benefits Counselor delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the HR Manager, Benefits, Leave & Payroll.

Responsibilities and Duties

- Handle complex benefits counseling and processing, including retirement and death benefits
- Lead benefits presentations
- Support HR Business Partners and/or CoEs under direction of HR Manager, BL&P
- Resolve escalated benefits inquiries and document in Salesforce
- Draft and edit knowledge base articles
- Provide feedback to HR Manager, BL&P for ongoing process improvement and knowledge base development
- Investigate health plan claim concerns and advise on the appropriate appeal process

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
- Possess specialized knowledge in one or more benefits, leave or payroll areas
- Possess a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Apply advanced critical thinking, logic and problem-solving abilities
- Utilize attention to detail
- Prioritize diverse tasks to meet customer needs
- 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 Benefit Specialist (CEBS) certification.

Preferred Computer Applications: Workday and Salesforce

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

HR Supervisor, Inquiry

Position Summary

The HR Supervisor, Inquiry position is a vital role designed to manage best in class HR Solution Center inquiry services to support the University of Virginia. This Supervisor-level position responsible for leading the Inquiry Team and overseeing all inquiries coming in to the Solution Center. The HR Supervisor, Inquiry is responsible for ensuring the best service to each customer and the efficiency of the team. The incumbent will report to the Director, HR Solution Center and lead a team of Inquiry Specialists and Associates.

Responsibilities and Duties

- Monitor inquiry volume and customer satisfaction metrics to manage team workload
- Partner with HR Manager, Talent and HR Manager, BL&P to coordinate back-up inquiry support during peak periods
- Partner with HRSC Director and HR Analyst, Quality & Innovation to refine Inquiry Team service delivery
- Serve as primary point of contact for HRBPs and CoEs, as necessary
- Manage Inquiry Team-specific knowledge base
- Provide ongoing feedback and performance management for Inquiry 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
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Demonstrate 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

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: At least one year of supervisory experience in a contact center

Required Education: Bachelor's degree

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

Preferred Computer Applications: Workday, Salesforce, and call center management, reporting and knowledge base applications

HR Supervisor, Talent Support

Position Summary

The HR Supervisor, 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 Supervisor-level position is responsible for overseeing talent-related transactions and processes in the Solution Center, including Talent Recruitment support; pre-boarding services from offer to day one; and faculty, staff and team member transactions, including direct customer interaction as necessary. The HR Supervisor, Talent Support is responsible for ensuring the best customer service and ensuring the efficiency of the team. The incumbent will report to the HR Manager, Talent Support and lead a team of Associates and Assistants.

Responsibilities and Duties

- Monitor Talent Support transaction volume and manage team workload
- Partner with HR Manager, Talent Support to refine Talent Team service delivery
- Edit Talent Support Team-specific knowledge base
- Complete complex Talent Support-related transactions and resolve escalated inquiries, as necessary
- Provide ongoing feedback and performance management for Talent Support 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
- Demonstrate general knowledge of Academic and Health System-specific pre-boarding and licensure needs
- Demonstrate general knowledge of new hire and document management compliance needs
- Utilize strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Utilize a positive, team-oriented approach to service delivery
- Commit to continual process improvement
- Advance critical thinking, logic, and problem-solving skills
- Utilize knowledge of performance management best practices
- Prioritize diverse tasks to meet customer needs

Required and Preferred Qualifications

Required Experience: 3 years of relevant experience

Preferred Experience: At least one year of supervisory experience in a contact center

Required Education: Bachelor's degree

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

Preferred Computer Applications: Workday, Salesforce and DocuSign