

## **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