

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