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# Example of HR Customer Service Job Description

Our growing company is looking to fill the role of HR customer service. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for HR customer service

* Be a trusted business partner and coach to our leaders is customer service
* Develop and implement HR solutions that drive performance improvement and support the short and long term business objectives
* Maintain an effective level of business literacy about the business unit's financial position, its mid range plans, its culture and its competition
* Provides mentoring and is always looking to improve, include and push our team to the next level
* Prove your value everyday
* Provide HR Generalist support to designated client group
* Strong commitment to continuous learning and becoming your best self
* Be a change champion
* Answer incoming calls and emails from MMC North America Colleagues and third party vendors and provide accurate answers and detailed information to their HR inquiries
* Using available resources (service center tools, knowledge system and other company procedures and process materials) document all inquiries and interactions with the colleagues and other internal / third party participants, monitor colleague requests, and research and identify required information to resolve colleague inquiries and forward to the appropriate group for resolution as necessary

## Qualifications for HR customer service

* Fluent in French / Italian
* Candidates are likely very familiar with highly process-driven performance management, but believe there is a more effective and efficient way to drive excellent performance
* Candidates should have a history of working with and influencing a variety of business partners in a very fast paced and energetic environment and should have well developed coaching, communication, and leadership skills
* 5+ years of cross-functional HR experience
* Proven track record in partnering with business client groups
* Proactive approach to problems with a drive for results