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# Example of HR Customer Service Job Description

Our innovative and growing company is hiring for a HR customer service. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for HR customer service

* Create, document and route open cases and calls appropriately and in accordance to the standard operating procedures for additional follow up or escalation
* Resolves product or service problems by clarifying the customer's concerns
* Respond to team member inquiries consistently in a timely, accurate, and professional manner and demonstrate the ability to translate inquiry into a case management application during the interaction
* Develops and implements operational plans, actions and programs in support of long-term business objectives and within budget, including channel/volume management, automation opportunities
* Continuously monitor and improve the control environment, through progressive proactive measures, including self-assessments, CSA monitoring, , to ensure fiscal responsibilities audit preparedness
* Returning voicemails and phone calls to Doctor's offices
* Maintains operational issues log
* Undertakes responsibility for all USI Red Alerts (User Satisfaction Index)
* Project Management – Develop project plans, drive project schedule, run meetings, collaborate, coordinate across stakeholders, cross teams to commit project goals, timelines and deliverable
* Assess and resolve customer inquiries and issues (via phone, email and chat) or escalate to the next level of service within the appropriate functional area as per the service delivery routing structure

## Qualifications for HR customer service

* Desire to take ownership of projects with limited supervision, and demonstrated commitment to produce high quality work
* Professional manner to questions
* Must be fluent in French Canadian and English
* Stay updated on the latest diversity and inclusion research
* Resume that shows steady progression in HR Management for the last 3-5
* Call Center Experience Preferable