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# Example of HR Customer Service Job Description

Our innovative and growing company is looking for a HR customer service. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for HR customer service

* Processes paper I-9 Form for new hires working outside of Arizona
* Accepts, reviews for completion, and date stamps all Human Resource paperwork received from walk in customers
* Reviews for completion, separates, sorts, and date stamps confidential documents maintained in personnel records appropriately, including New Hire Packages, to ensure compliance with applicable regulations
* Performs routine clerical activities to provide for the efficient daily operations of the department
* Performs weekly and monthly audits of online I-9 forms submitted
* Work closely with the business to create an environment where people can do their best work
* Be the trusted partner for your account, providing expert advice, guidance and coaching to team leaders in all aspects of HR
* Be proactive in identifying people issues and trends within the business and work together with your key stakeholders in order to formulate and implement solutions
* Handle operational issues such as absence and performance management within your accounts, and work with your key stakeholders to resolve these
* Work closely with your manager and HR colleagues, to contribute to HR projects, and provide ideas and suggestions

## Qualifications for HR customer service

* Skilled at developing and executing high volume staffing strategies for seasonal business needs
* Passion for innovating HR solutions and executing process improvement with strong project management skills and/or experience with Six Sigma/Lean methodologies
* Bachelor’s Degree required in Human Resources Management or business-related field
* Able to travel domestic and internationally on a frequent basis – approximately 30% travel
* Experience in organizational design and effectiveness
* Experience with assessing talent