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# Example of HR Rep Job Description

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

## Responsibilities for HR rep

* Explains and provides advice to workers about company and governmental rules, regulations, and procedures, and need for compliance
* Keeps accurate track of client's needs and notates all information correctly in their accounts
* Will respond to client inquiries, and either solves client problems on their own or escalates problem to his/her supervisor for resolution
* Identifies opportunities to make product suggestions/referrals based on client needs
* Display etiquette, knowledge and solutions when servicing clients account inquiries - conducts transaction in accordance to service standards
* Maintain close adherence to the defined daily schedule to ensure proper resource coverage
* Maintain a minimal level of errors to ensure a positive customer service experience
* Adheres to bank policy and procedures
* Support Records Retention/Imaging services for HR Services including manual and imaged files, conduct Quality Assurance audits of imaged documents to ensure accuracy
* Track new hire agreements into PeopleSoft and Talent Track & ensure agreements are imaged or stored accurately for efficient retrieval

## Qualifications for HR rep

* Experience with hand held computers (e.g., mobile technology)
* Experience with Operations and working with hourly and salaried employees a plus
* Experience in talent management/staffing, screening resumes for the business needs
* Ability to influence without direct supervisory responsibilities
* Proven facility to deal with conflict and diffuse difficult situations
* Experience with consumer products (e.g., multiple products, packages, product sizes)