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# Example of HR Service Administrator Job Description

Our growing company is looking to fill the role of HR service administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for HR service administrator

* Act as the resource and point of contact for SAP Purchase Order creation and maintenance
* Act as main resource and company representative to all employees during their employment life cycle
* Local HR support, for payroll, onboarding
* Production of standard documentation (incl
* Receive, log and resolve queries made to the HR Shared Service Centre (HRSSC)
* Be the first point of call via telephone and email for all customers contacting HRSSC
* Ensure all queries are logged against the correct specialist area and sub category to enhance prioritising, for the benefit of the business
* Ensure all calls assigned are updated regularly and the customer is kept informed at all times of the process, escalating cases when required
* Prepares and analyzes the Global Services HR metrics dashboard, in coordination with the Service Performance analysts and pertinent Global Services HR Service Delivery leaders
* Maintains the active database of user access profiles for all GS HR staff in the Service Center and region

## Qualifications for HR service administrator

* Developed computer skills – Word, Excel, Explorer
* For the permanent position you will be fluent in Polish – reading, writing and verbal
* Associates Degree with at least 2 years work experience
* HR Software Implementation Experience
* Lead process training for his/her team
* Handle more than one process, including processes of other delivery centers as part of cross-training