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# Example of HR Service Center Representative Job Description

Our innovative and growing company is looking for a HR service center representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for HR service center representative

* Responds to inquiries including, but not limited to, HR policy and procedure, health and wellness benefits, pension, and verification of employment
* Responsible for supporting day to day HR inquiries with the highest level of customer service via all HRS channels (e.g., telephone, HR portal/intranet)
* Ensures data integrity of employee population data and records
* Proactively strives for improvement/ optimization of processes within realm of responsibility
* Uses HR Shared Services metrics and reporting in daily work
* Responsible for building partnerships with peers, HR Business Partners, CoEs, and customers
* Strong team-oriented environment
* Provide backup to HR4You Arrivals Team as needed
* Complete simple Human Resources related transactions
* Forward employee to functional specialists when in-depth functional knowledge

## Qualifications for HR service center representative

* Ability to handle multiples priorities and maintain confidentiality
* Minimum 1-2 years experience working in customer service, additional consideration given to professional shared service center experience
* Forward employee inquiries to third party vendors/outsourced providers
* Acts honestly and professionally
* Typical physical demands include a high degree of dexterity to produce material on a PC
* Requires constant sitting and data entry with a headset