Downloaded from <https://www.velvetjobs.com/job-descriptions/hr-service-center-representative>

# Example of HR Service Center Representative Job Description

Our innovative and growing company is looking for a HR service center representative. 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 service center representative

* Ensures all requests are responded to in a timely manner and that all leaves are managed in accordance with company policies and legal requirements
* Processes employee status changes in Workday and case management systems
* Data entry of employee information changes
* Review incoming forms for accuracy, then process and/or distribute via electronic document management system
* May handle ad hoc customer requests for forms, data
* Raise issues as appropriate
* Manage communication in an efficient and effective manner in adherence to all specified time guidelines
* Direct identified mail to correct entity or link documentation to the correct claim number
* Opening and reviewing new correspondence, distribution of urgent correspondence and recognition of legal correspondence which requires immediate attention
* Handling complex processes including exit processing, new hires, Qualified Domestic Relations Orders, Qualified Medical Child Support Orders, death claims, etc

## Qualifications for HR service center representative

* Requires occasional lifting or carrying of up to 25 pounds
* Minimum of two years general office experience or exposure to customer service methodology and practice required
* Previous experience in Human Resources Department preferred
* Basic computer experience including word processing, spreadsheets and databases required, strong data entry experience and computer savvy preferred
* Knowledge of PeoplelSoft HRMS preferred
* Must be detail oriented and demonstrate experience managing multiple tasks simultaneously