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

# Example of HR Service Center Representative Job Description

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

* Perform administration and data transaction for employment actions including hire, termination, job changes, benefits and pay
* Administer leave processes including paperwork, tracking leave time, entering data into HRMS and adjusting pay and benefits as appropriate for leave
* Interacting with vendors in response to employee issues
* As subject matter expert on HR processes, will be responsible for driving continuous improvement and implementation of improvement projects for assigned processes
* Insights from Service Center used to drive improvements to HR processes, communications
* Provide Shared Services support by responding to Associates and Management via email and/or phone regarding HR questions within 24 hours
* Collaborate with myHRSC Managers to maintain ongoing relationship and a complete grasp on their processes and procedures
* Ensures all HR Help processes are performed in compliance with the legal and statutory requirements local business requirements for different countries and within agreed SLAs
* Administers/advises navigation of supported functions – this may include requesting access, granting access and advising clients through screen navigation
* HR coordination and administrative duties as assigned

## Qualifications for HR service center representative

* Must be able to take initiative with work load, and work in a team environment with strong, positive, approachable interpersonal communication skills
* Must be enthusiastic, flexible, dependable and professional
* Must keep confidentiality and use discretion
* High School Diploma and 4+ years of HR related work experience required
* Four (4) years of directly related work experience in Human Resources OR a Bachelor’s Degree in Human Resources
* Fulfill commitments made to peers, co-workers, supervisors and customers