



Example of HR Contact Center Job Description

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

- Research/Resolve All Phone & Email Requests
- Support Department-Wide Initiatives to Maintain HR Operations Service Levels
- Support Web Applications, User Training and Password Re-sets
- Provide excellent customer service to all customers of PPS
- Act as a mentor to colleagues within the Contact Center and PPS organization
- Meet minimum standard productivity and KPI targets
- Initiate and monitor all change requests to ensure timely and accurate solutions, projects following appropriate project management methodology including gathering and defining comprehensive project requirements
- Advises management regarding company policies, procedures and employment laws and assists with decisions which support positive employee relations
- Recommend continual improvements to policies and procedures to support business operations
- Coordinates the annual performance review and merit process within assigned business unit

Qualifications for HR contact center

- Experience forecasting for a multi-site contact center

- Must have excellent communication skills, strong organizational skills and the ability to prioritize workload, meet deadlines and perform multiple tasks with attention to detail
- Ability to effectively interface with all levels of management and have a close relationship with finance team
- Knowledge of queuing theories and workforce forecasting and scheduling (eg
- Experience using mainframe or personal computers and Microsoft Office applications