



Example of HR Contact Center Job Description

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Our company is looking to fill the role of 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

- Conducts or oversees investigations and consults with legal counsel as necessary
- Develops, monitors and adheres to department annual budget
- Supervises and develops subordinate staff
- Take ownership for HR contact center knowledge management process
- Confirming service level agreements are met and providing end-to-end customer support resulting in accurate and
- Handling all types of enquiries from first contact, registration, escalating and resolving queries in a professional and efficient manner
- Supporting internal customers on HR Portal navigation and other relevant on-line tools for the completion of self-service transactions
- Providing transaction and administrative services for in-scope process
- Gathering customer data where required
- Escalating cases where guidance or clarification of policies and procedures is required

Qualifications for HR contact center

- Must be proficient in MS Excel and have ability to create macros, must be proficient in MS PowerPoint
- Ability to work in a remote team environment across sites
- Customer Service - delivers service in role with the customer at the heart

- Experience with HR contact center technology
- Bachelor's degree in human resources or a related field and 5+ years of human resources generalist experience required or an equivalent combination of education and experience