



Example of HR Contact Center Job Description

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Our company is growing rapidly and 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

- Work in cross-functional teams and project work
- Organizes efforts to maintain optimal quality services during peak times (school opening, Open Enrollment, Job Fairs,) and oversees staffing ramp-up
- Supervising, coaching and providing counsel to contact center associates
- Provides customer satisfaction through effective and timely resolution of inquiries
- Informs callers about Human Resources policies and procedures with assistance from supervisor as appropriate
- Researches questions or concerns and escalates issues to appropriate personnel for resolution when appropriate
- With supervisory approval, develops instructional documentation such as, but not limited to FAQs
- Updates job knowledge and skills by participating in educational opportunities, seminars and other similar activities
- Maintains files, records or logs as required
- Perform HR Master Data changes in line with compliance, data privacy and service levels requirements

Qualifications for HR contact center

- Understanding of Contact Center management and OperationsAdministration

priorities of the business

- HR Administration- High quality and accurate administration of HR services and processes, as appropriate to the role and customer need
- HR Metrics & Analytics- Understands HR data and how this can be gathered, manipulated and interpreted to inform decision making through MI reporting
- Relationship Management- Is able to identify the appropriate stakeholders to work with and develop relationships with
- Collaboration - Consistently presents a united perspective to internal & external colleagues