



Example of HR Contact Center Job Description

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Our innovative and growing company is looking to fill the role of HR contact center. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for HR contact center

- Respond to external/internal requests for information
- File employee-related documentation
- Manage and record document flow
- Support key activities for the whole cycle of HR e.g annual compensation review
- Receive inbound calls/emails/chat from customers and answer questions, question employees to obtain full understanding of what information is being requested
- Confirming service level agreements are met and providing end-to-end customer support resulting in accurate and efficient transactions / inquiry resolution and high levels of customer satisfaction
- Handling high volume inquiries related to benefits, payroll, retirement and other HR related issues from first contact
- Registering, escalating and resolving queries in a professional and efficient manner through all available channels (primarily email and phone)
- Supporting customers on Workday, and other relevant HR systems for completing transactions
- Performing customer-related data gathering

Qualifications for HR contact center

- Ability to consistently deliver high quality customer service in a professional and efficient manner

- A Tertiary Diploma or Bachelor's degree education
- 3 – 5 years of HR Shared Service or Customer Service / Call Center experience
- Service-mindset, Details-oriented, Positive Attitude
- Comfortable with processes and policy