



Example of HR Contact Center Job Description

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Our company is looking to fill the role of HR contact center. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for HR contact center

- Ensure that incoming enquiries to the Service Centers are answered in a professional and efficient manner
- Gather all required information at the first point of contact to ensure that customer enquiry can be resolved at earliest opportunity with minimal handoffs, capture an accurate record of a customer enquiry in the case management system
- Use process knowledge to educate the customers to reduce re-occurrence of the enquiry at future date
- Escalates unresolved queries to appropriate channels
- Perform data gathering towards customers (outbound)
- Contribute to continuous improvement activities in the Share Service Center through identification of recurring employee/line manager/HRBP issues to simplify and enhance policies, processes and technologies
- Use own knowledge and skills to 'mentor' other members of the team to a high standard
- Complete on-line transactions on behalf of employees/line managers/HRBPs where access to systems is not available to those groups
- If applicable, Tie1 HR advisor will support Tire 2 to do part of their work
- Other tasks assigned by contact center lead

Qualifications for HR contact center

- Three (3) years of full-time, or equivalent part-time, clerical or administrative work in which the major duties included customer service and/or computer experience in an office environment
- Knowledge of administrative and clerical practices and procedures for evaluation
- Knowledge of computer software programs such as Microsoft Office necessary to create and edit documents
- Ability to plan, organize and process a high volume of work in a timely manner
- Under general supervision, responds to basic and moderately complex eligibility and enrolment inquiries about employee benefit programs, including but not limited to