



Example of HR Customer Service Job Description

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Our company is looking to fill the role of HR customer service. 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 customer service

- Partners with business leaders to develop a comprehensive people strategy that addresses organizational effectiveness, leadership development, engagement, workforce & succession planning, performance management, and training support
- Partners and job shadows with client groups to understand their lines of business within the organization
- Provides guidance and feedback to assigned leaders regarding people-focused goals and objectives
- Creates and executes strategy and sustainable processes to advance employee engagement
- Provides compensation support including salary planning, approval of salary actions, promotions and job re-leveling
- Partners with other HR leaders and the rest of the AAG HR community to foster engagement, create a great place to work, and to provide a hassle-free and world-class experience to internal clients, employees, candidates, and other stakeholders
- Provides enhanced customer service and assists with self-service activities upon receiving inquiries from employees, current, former and future, and retirees
- Provides resolution of general HR issues for walk-in customers and/or referral to appropriate specialists for complex issues
- Reviews New Hire Package paperwork and authorizes online I-9 forms for

Qualifications for HR customer service

- Ability to work flexible, non-standard hours and overtime to support stakeholder
- Build big leaders who care – about customers, about their people, and about results
- Ability to deliver results with little supervision in a dynamic, fast-paced, and often ambiguous environment
- Manage and develop a matrixed CS HR team for maximum effectiveness and efficiency
- Experience in leading across multiple sites around the globe with the ability to travel independently and communicate/work well cross-culturally
- Proven effective consulting skills, ability to influence in all directions, and demonstrated ability to coach senior leaders