



## Example of HR Service Delivery Job Description

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Our company is searching for experienced candidates for the position of HR service delivery. 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 service delivery

- Responsible for the Operations/center's compliance with all state and federal employment and benefit laws
- Acts upon and oversees the thorough and impartial investigation of all reported incidents concerning workplace harassment (sexual, ethnic, religious, ), discrimination, and/or other alleged illegal activities by employees
- Assist in unemployment claims administration and may represent the company at unemployment compensation hearings
- Responsible for all employment records being well documented, accurate, maintained, and retrievable
- Continually and proactively coaches and counsels the Operations/center's management staff on thorough and timely employment record documentation
- Responsible for required management training as designated by Leadership
- Proactively identifies areas through which new or additional training could improve the competency of the management team and the employee's understanding of company benefits
- Proactively ascertains future employment needs and challenges through analysis of historical data, employment trends, Account Manager Communication, and awareness of the local/ regional employment climate
- Supports HR strategy and initiatives through development and management of efficient and cost-effective Human Resources Management Systems (HRMS), payroll, personnel administrative management and HR reporting

areas of HR (organizational development, talent& selection, compensations& benefits, health& safety)

### **Qualifications for HR service delivery**

- Advanced written and verbal communication skills in English (C1) and Spanish nice to have
- Demonstrated expertise in process area
- Service Performance Management and Metrics
- Experience with PeopleSoft HRMS, version 8.9 or later is desirable
- 10yrs experience in HR Application / HRIS areas across the key areas of talent management, talent acquisition, learning & development, performance management and succession planning
- Significant knowledge of the Success Factors /SAP platform