



# Example of HR Supervisor Job Description

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Our growing company is looking for a HR supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for HR supervisor

- Manage workload and performance of HR Operations Specialists by coaching, training, developing, and supporting escalations to ensure timely and accurate question/concern resolution
- Lead delivery of accurate, timely and consistent customer support and issue resolution in a high volume work environment, balancing time sensitivity and data accuracy
- Support HR audit and compliance related activities to effectively manage risk and improve internal controls and processes, including documenting standards, oversight, training, monitoring and communication
- Lead creation, communication, and accountability of/for service level agreements (SLAs) and key performance indicators (KPIs) for HR Operations transactional processes
- Maintain and administer quality assurance and compliance initiatives by conducting periodic audits, and monitoring, coaching and assessing quality of customer service and transaction processes
- Identify gaps in capabilities based on quality assurance analysis, and implement solutions for closing gaps
- Proactively identify and drive process improvement initiatives that contribute to long-term operational excellence and align with the organizations priorities
- Actively collaborate with HR business partners and stakeholders to shape the team member experience and implement critical initiatives
- Create and deliver accurate, detailed, timely and user-friendly reports and dashboards for management and team to ensure goals of the team and

- Participate in talent strategy and selection to ensure alignment with Academy's culture and team retention

### **Qualifications for HR supervisor**

- Full range of developed HR competencies in organizational development, employee relations, recruiting and selection, compensation/benefits and compliance is required
- Superior communication and team leadership skills are essential
- Data entry as needed related to Employee data
- Filing/file room management/Interaction with records retention
- Manage data received and collection of such from the onboarding Process
- Create, implement and direct the service programs provided to HR customers