



Example of Human Resources Supervisor Job Description

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Our growing company is searching for experienced candidates for the position of human resources supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for human resources supervisor

- Maintain store staffing to numbers required by store staffing model
- Partner with Security personnel to coordinate onboarding efforts
- Foster and maintain positive relationships with HR client base
- Oversee Human Resources staff
- Provide day-to-day guidance to management on employee relations concerns to include but not limited to
- Manage HRIS system in coordination with HR Manager to ensure that the system provides accurate data to meet organizational needs
- Lead the HR Call Center and Fulfillment employees with their daily work assignments, , handle escalated calls and complex issues
- Identify and training needs to ensure employees have knowledge of job expectations, an understanding of the programs, and products and services offered and enhances customer service skills
- Responsible for the management of employees
- Develop, analyze and communicate HRSC team performance metrics, service level agreements, and other productivity metrics

Qualifications for human resources supervisor

- Experience in selling, customer service and HR preferred
- Must have superior organizational skills, be detail orientated, and able to document processes & procedures effectively

rearranging duties as necessary due to planned or unanticipated time off

- High school degree or equivalent required, with preference for college degree
- At least three years of supervisory experience or a combination of supervisory experience and project lead experience
- At least two years of experience in a call center customer service environment