

UW HEALTH JOB DESCRIPTION

Manager, HR Service Center

Job Code: 350005	FLSA Status: Exempt	Mgt. Approval: A. Dix	Date: 2.2021
Department: Human Resources		HR Approval: J. Middleton	Date: 2.2021

JOB SUMMARY

The Manager, HR Service Center is responsible for providing operational and technical leadership and support to the HR service center team which is accountable for ensuring all employees, leaders, physician and Human Resources team inquiries are accurately addressed in a professional, timely manner. This includes establishing, meeting and continuously monitoring department goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health. The manager is responsible for driving business results through a focus on compliance, quality and employee/customer satisfaction, and ensures that changing Human Resources service needs are addressed in the most responsive and efficient manner possible with a focus on providing exceptional customer service to the organization.

The Manager is responsible for training and providing direction to members of the HR Service Center team with a focus on employee performance, performance metrics, team building, and employee development to ensure employee effectiveness. The manager is also responsible for overseeing service center systems and technologies, leading process improvement initiatives and leading projects within the department. The manager establishes performance levels and service standards to ensure productivity meets or exceeds service and quality standards. The team is responsible for maintaining a central point of contact for all employees, leaders and physicians for all HR questions.

The Manager, HR Service Center works closely with the Director to provide programmatic, operational, and strategic leadership for the Service Center and works closely with UW Health employees and leaders.

MAJOR RESPONSIBILITIES

- Plans, coordinates, and directs HR Service Center operations for UW Health; provides direction in alignment with UW Health’s mission, visions, and values and ensures compliance with UW Health policies, procedures, regulations and standards of practice.
- Ensures the service center provides quality, consistent and efficient customer service and identifies service center best practices. Establishes and maintains appropriate customer service procedures and standards. Interfaces with customers and resolves problems and conflicts as necessary.
- Monitors, coaches and assesses customer service and/or transaction processing skills.
- Continuously reviews and evaluates internal operating processes, facilities, systems and procedures for effectiveness, efficiency and responsiveness to customer requirements. Develops and implements changes and enhancements as appropriate, collaborating with all areas of Human Resources, IS, Payroll and vendors to ensure delivery of high levels of service and customer satisfaction.
- Develops, measures, and reports on key performance indicators; leverages company resources to lower transaction costs, reduce cycle time, improve performance and improve responsiveness to customer needs. Monitors, measures and ensures adherence to established work processes, quality standards and customer service level agreements.
- Ensures a positive working relationship within the service center team and with customers by frequently communicating and soliciting feedback and measuring customer satisfaction.
- Assist with the development and recommendations for operating and capital budgets and controls expenditures within approved budget objectives.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor’s Degree in Business, Human Resource Management, or other related field
	Preferred	Master’s Degree in Business, Human Resource Management, or other related field
Work Experience	Minimum	Five (5) years of progressively responsible human resources experience or two (2) years of demonstrable experience in leading programs and/or medium to large scale projects.
	Preferred	<ul style="list-style-type: none"> • Experience working in a health care organization • Two (2) years of experience in a leadership role

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		<ul style="list-style-type: none"> Experience in developing, implementing and executing successful operations strategies in an HR Service Center environment
Licenses & Certifications	Minimum	
	Preferred	PHR, SPHR, SHRM-CP or CEBS certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Advanced knowledge of state and federal laws and regulations that influence HR Knowledge of HR functions such as compensation, benefits, employee relations. Ability to integrate knowledge into design and implementation of integrated service center strategy. Ability to operate large contact center using contemporary call management and knowledgebase tools. Proven ability to examine procedures, formulate policy, design new strategies, develop sound proposals and successfully implement programs. Demonstrated ability to lead/mentor in a team environment where collaboration, motivation and the knowledge transfer process is critical for success. Ability to work in a fast-paced environment, fostering teamwork across HR functions. Proven ability to meet deadlines, prioritize demands and solve problems creatively. Exceptional analytical skills, working with large data sets, communicating findings and establishing and tracking program metrics. Excellent communication skills with ability to interface with all levels of the organization, influence decision makers and set and manage expectations. Proficiency with Microsoft Office, human capital management software, case management tools and web-based applications. and knowledge of HRIS software systems Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#

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	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.