

UW HEALTH JOB DESCRIPTION

SUPERVISOR, HR SERVICE CENTER

Job Code: 352008	FLSA Status: Exempt	Mgt. Approval: D. Jerabek	Date: June 2023
Department: HR – Support Service Center		HR Approval: S. Whitlock	Date: June 2023

JOB SUMMARY

The Supervisor, HR Service Center provides supervision of Human Resources Service Center (HRSC) Phone Representatives who are the central point of contact for all employees, leaders, and physicians for all HR questions. The Supervisor ensures the effective operation of the day-to-day activities of the HRSC to provide customer service over the phone and via self-submitted service requests. The Supervisor ensures all employees, leaders, providers, and Human Resources team inquiries are accurately addressed in a professional, timely manner. The HRSC Supervisor is accountable for planning, organizing, scheduling, training, staff development, quality assurance, and monitoring workload. In addition to the duties outlined above, they are responsible for measuring and communicating whether productivity meets or exceeds service and quality standards.

MAJOR RESPONSIBILITIES

- Supervise the daily operations of HRSC Phone Representatives: direct, train, and coordinate staff, review employee performance, and apply UW Health work standards to daily operations.
- Serve as an escalation point for customer issues and questions. Assist phone representatives with complex and disgruntled employee situations through a defined escalation process.
- Recommend and implement guidelines and workflows for the department, focusing on continuous process improvement and waste elimination.
- Oversee the training of staff, including new employee onboarding, competency assessments, and ongoing education programs across all areas of responsibility. Identify focus areas for competency assessments. Provide training opportunities to address areas highlighted by these assessments.
- Monitor policy and procedure updates to identify updates that are applicable to team members. Apprise staff of changes.
- Schedule staff to meet call and service requests to meet call volume and maintain service level agreements.
- Represent HR Shared Services at cross functional meetings, workgroups etc. and serve as back up for managers as needed.
- Work phone shifts and complete service requests to meet coverage requirements and service level agreements, as needed.
- Compile and report team and individual quality and volume metrics to leaders and staff.
- Assist staff with the implementation of changes; monitor and analyze the impact of change.
- Participate in the hiring and selection of candidates for employment.
- Perform other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Bachelor's degree in Business Administration, or another business-related field
Work Experience	Minimum	Three (3) years of leadership responsibilities with experience working in human resources, call center, or other customer service-related field
	Preferred	<ul style="list-style-type: none"> • Supervisory experience in a call center environment • Oracle experience
Licenses & Certifications	Minimum	
	Preferred	Professional in Human Resources (PHR)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of state and federal laws and regulations that influence HR. • Ability to foster teamwork within HRSC and across HR functions. • Proven ability to meet deadlines, prioritize demands and solve problems creatively. • Proficiency with Microsoft Office, human capital management software, case management tools, and web-based applications and knowledge of HRIS software systems. • Knowledge of or ability to learn UW Health policies and procedures • Evidence of excellent organizational and time management abilities. • Experience developing schedules, work assignments, work rules, and policies.

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- Ability to provide excellent customer service.
- Ability to work and communicate effectively, both verbally and in writing, with a variety of individuals including staff, leaders, physicians, and vendors.
- Ability to work under pressure in a stressful environment and make decisions.
- Effective leadership abilities. Ability to provide leadership, guidance, and direction to support staff.

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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
x Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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#
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#
List any other physical requirements or bona fide occupational qualifications:			

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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.