

UW HEALTH JOB DESCRIPTION

HR SERVICE CENTER REPRESENTATIVE

Job Code: 350027	FLSA Status: Non-Exempt	Mgt. Approval: A. Zeimet	Date: February 2021
Department: Human Resource-HR Service Ctr	HR Approval: S. Whitlock	Date: February 2021	

JOB SUMMARY

The HR Service Center Representative is responsible for providing quality and timely customer service to UW Health physicians, leaders, employees and external customers. The incumbent serves as an integral member of a team providing first-tier Human Resources support to employees, assisting employees, physicians and leaders with questions regarding HR policies, practices, tools and processes. The HR Service Center Representative records and tracks issues via the case management tool, tracking from initiation to resolution, and utilizes standard operating procedures to align with the escalation model of the HR Service Center Team.

MAJOR RESPONSIBILITIES

- Responds to escalated Tier I inquiries into the Human Resources Service Center via telephone or the case management tool utilizing all available tools and resources.
- Utilizes case management tools to track and monitor requests from employees, leaders, vendors and applicants.
- Utilizes standard operating procedures and policies to assist in answering employee/physician/leader inquiries and resolving issues.
- Follows the defined escalation process for complex inquiries or issues
- Upholds service level agreement metrics regarding commitments to problem resolution timeframes.
- Abides by quality guidelines when handling customer calls.
- Performs administrative, transactional, and data/records management activities in support of Human Resources.
- Provides assistance on navigating internal resources on self-service and Human Resources technology tools.
- Stays abreast of changes to policies and practices in order to contribute to the timeliness of resolution.
- Respond to candidate inquiries regarding potential employment status and onboarding processes.
- Completes special projects as assigned.

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

JOB REQUIREMENTS

Education	Minimum	High School Graduate
	Preferred	Associate's Degree in Human Resources or Bilingual
Work Experience	Minimum	1 year experience in direct customer service role, preference in an HR environment; relevant internship experience considered
	Preferred	1 year of experience in Human Resources
Licenses & Certifications	Minimum	
	Preferred	PHR
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Strong computer skills, including Microsoft Office, HRIS (i.e. Oracle Cloud), Recruitment applications (i.e. Oracle Cloud Recruiting), Case Management and Knowledge management tools (i.e. Oracle Cloud Suite) • Demonstrated knowledge of Human Resources • Ability to communicate effectively over the phone and in writing with all levels within the organization demonstrating a high level of integrity, ethics and customer service • Attentive listening skills with the ability to ask probing questions to aid in problem solving and issue escalation • Ability to work effectively in high-pressure situations that require sound decision making and may involve confidential or sensitive matters • High sense of urgency for meeting commitments and completing assignments • Ability to consistently deliver high quality customer service in a professional manner

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)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
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	X	Young Adult (20 – 40 years)		
Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)		
School Age (6 – 12 years)	X	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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
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 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#
	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.