

## UW HEALTH JOB DESCRIPTION

### HR SERVICE CENTER SPECIALIST

<b>Job Code:</b> 350028	<b>FLSA Status:</b> Non-exempt	<b>Mgt. Approval:</b> A. Zeimet	<b>Date:</b> August 2021
<b>Department:</b> Human Resources		<b>HR Approval:</b> S. Whitlock	<b>Date:</b> August 2021

### JOB SUMMARY

The HR Service Center Specialist 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 escalated Human Resources support to employees, assisting employees and leaders with questions regarding HR policies, practices, tools and processes. The HR Service Center Specialist serves as a Tier 2 support and integral to the planning and monitoring of daily workflow for the HR Service Center.

### MAJOR RESPONSIBILITIES

1. Provides Tier 2 support for the HR Service Center, responding to escalated inquiries into the HR Service Center via telephone or case management tool utilizing all available tools and resources
2. Utilizes case management tools to track and monitor requests from employees, leaders, vendors and applicants
3. Proactively monitors the HRSC Representative case load, including review of case documentation and verbal and written communication
4. Escalates inquiries/requests of a more complex nature to subject matter experts within the HR team
5. Researches and resolves employee and leader inquiries/requests regarding HR policies, procedures, programs and systems
6. Identifies, implements, and communicates improved (or updated) processes to staff through team huddles and internal communication tools.
7. Works as a liaison between the HRSC and other teams within Human Resources on trainings, escalated situations, process improvement and communications
8. Provides direct feedback (positive and constructive) on areas of improvement for HRSC Representatives
9. Completes audits of administrative tasks
10. Assist with administration of benefits programs
11. Use of metrics to ensure timely follow up and resolution on an individual and team basis Using tools and metrics to drive timely customer service on an individual and team basis Upholds service level agreement metrics regarding commitments to problem resolution timeframes
12. Provides feedback and recommended updates to tools, job aids, scripts and standard operating procedures as well as other communications and content
13. Serves as a liaison between external and internal customers and vendors
14. Stays abreast of changes to policies and practices to maintain up-to-date standard operating procedures and training materials for HRSC Representatives
15. Provides updates to content, training and resources as inquiries arise.
16. Assists with onboarding new Service Center team members
17. Participates in various HR projects and initiatives while working collaboratively with other team members
18. Completes special projects as assigned

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

### JOB REQUIREMENTS

Education	Minimum	
	Preferred	Associate's Degree in Human Resources or related field
Work Experience	Minimum	2 years' experience within HR or equivalent experience in Benefits, Recruitment, Employee Relations, HRIS, HR Generalist, or Compensation; internships considered
	Preferred	3 years' experience in HR Generalist role, familiarity with UW Health HR Policies and Procedures
Licenses & Certifications	Minimum	
	Preferred	PHR, SPHR or SHRM-CP certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Fluency in English/Spanish preferred</li> <li>• Strong computer skills, including Microsoft Office, Human Resources Information Systems (HRIS), recruitment applications, case management and knowledge management tools.</li> <li>• Demonstrated knowledge of Human Resources</li> <li>• 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</li> </ul>

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	<ul style="list-style-type: none"> <li>• Attentive listening skills with the ability to ask probing questions to aid in problem solving and issue escalation</li> <li>• Ability to work effectively in high-pressure situations that require sound decision making, de-escalation skills and may involve confidential or sensitive matters</li> <li>• High sense of urgency for meeting commitments and completing assignments</li> <li>• Ability to consistently deliver high quality customer service in a professional manner</li> </ul>		
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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)	<b>X</b>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>		<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time
			<b>Constant</b> 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:		<b>Work/Environmental:</b> Moderate noise level consistent with an office environment	

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.