# AHS_Logo

# **JOB DESCRIPTION**

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| **JOB CODE & TITLE:** | HR Customer Service Rep | **DEVELOPED:** | 12/18/2017 |
| **DEPT # & NAME:** | 732 HRSS Employee Contact Center | **REVIEWED:** |  |
| **REPORTS TO: (Title)** | Manager, Employee Contact Center | **REVISED:** | 2/26/29 |
| **LOCATION (Code):** | AHS Solutions Center (Altamonte Springs, FL) | **FLSA:** | NE |

***Our Mission is to extend the healing ministry of Christ.***

Employees are hired to help Adventist Health System extend the healing ministry of Christ. They are expected to exhibit a continuous behavior of professionalism, which includes but is not limited to, treating customers and co-workers with respect and dignity, aligning behavior with customer service principles, maintaining customer and patient confidentiality, abiding by employee guidelines for professional behavior, appearance, and communication, exhibiting teamwork behaviors, being effective in conflict resolution, helping others to understand issues and accept changes, demonstrating high standards of work performance and flexibility, maintaining positive interdepartmental relationships, keeping a positive attitude, and adhering to the policies and procedures of the organization.

**GENERAL SUMMARY:**

The Human Resources (HR) Customer Service Representative is the first point of contact for employees calling into the Employee Contact Center with HR-related questions or issues. The HR Customer Service Representative is charged with quickly analyzing the information from the employee and through system resources to accurately and efficiently provide direction or resolution to the employee or engage appropriate escalation resources for assistance. Specializing in various areas of HR support, such as payroll, benefits, and employee data management, the HR Customer Service Representative will evaluate and resolve issues of moderate complexity and exhibit the highest level of confidentiality. The HR Customer Service Representative is expected to utilize system tools to maximize efficiency and accuracy and follow established protocol to maintain effective and professional documentation of inquiries and resolutions.

**PRINCIPAL DUTIES AND JOB RESPONSIBILITIES:**

* Support and demonstrate the customer service expectations and achieve relevant performance metrics
* Demonstrate ownership and positive influence over self and team engagement
* Serve as subject matter expert for employee and manager inquiries for assigned functional area
* Supports a high volume of inbound customer inquiries and requests and demonstrates a commitment to delivering exceptional customer service and problem resolution
* Apply documented procedures, policies, and practices to accurately research and respond to calls/cases received
* Utilize sound judgement to make appropriate determinations on resolutions needed
* Utilize tools and resources to perform responsibilites accurately and efficiently
* Escalate requests/issues outside of process or scope for role to HR Specialist and/or Supervisor
* Maintain appropriate documentation in case notes on discussions completed
* Maintain understanding and knowledge of organization HR policies related to functional area
* Maintain current knowledge of federal, state, and local employment law related to functional area
* Document transaction and case status to properly indicate stage of completion
* Produce and maintain functional records and reports
* Meet professoinal obligations through efficient work habits such as honoring work schedules, meeting deadlines, and coordinating resources in an effective and timely manner
* Demonstrate patience and ability to remain calm under stressful situations
* De-escalate situations through the use of effective communication techniques and involve supervisor as necessary
* Maintain employee privacy where appropriate and follow defined standard and protocols for security and confidentiality

**KNOWLEDGE AND SKILLS REQUIRED:**

* Web navigational & computer skills
* Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
* Ability to work in a fast-paced environment and easily adapt to fluctuating workloads and customer needs
* Knowledge and understanding of functional area of support, including common state and federal regulations
* Ability to research and analyze information and make sound decisions
* Skilled in understanding and applying applicable rules, regulations, policies, and procedures
* Superior written and verbal communication skills
* Skilled in providing quality customer service, including the ability to listen and understand information being presented, as well as the ability to deescalate issues and resolve complaints
* Ability to collaborate and work with a diverse group of people to meet goals and objectives
* Strong organizational skills, including the ability to prioritize and manage multiple projects while adhering to service-level agreements and other tight deadlines
* Ability to type 50 or more words per minute with excellent spelling, punctuation, and grammar

***KNOWLEDGE AND SKILLS PREFERRED:***

* Knowledge of Human Capital Management and/or Customer Relationship Management software (PeopleSoft preferred)

**EDUCATION AND EXPERIENCE REQUIRED:**

* Bachelor’s degree in relevant field or the equivalent in five years’ relevant experience
* Two years of experience in a Contact Center or Human Resources team environment

***EDUCATION AND EXPERIENCE PREFERRED:***

* Human Capital Management (HCM) and Customer Relations Management (CRM) experience, specifically PeopleSoft
* Experience in a shared services model supporting a large employer

**LICENSURE, CERTIFICATION OR REGISTRATION REQUIRED:**

* N/A

***LICENSURE, CERTIFICATION OR REGISTRATION PREFERRED:***

* Applicable certification preferred, such as PHR, SHRM-CP, or other industry-specific certification)

**FACILITY SPECIFIC SECTION**

*i.e. vision, values, etc*

N/A

**REQUIRED COMPETENCIES**

* **Achieves Results:** Reflects a drive to achieve and outperform, continuously looking for improvements, and accepts responsibility for actions and results
* **Communication Skills:** Exhibits excellent oral and written communication skills
* **Develops Self:** Understands own strengths and development needs, learns from experience, and owns personal development
* **Problem Solving:** Identifies and solves problems using data collection methods, analysis, experience, and judgment
* **Service Orientation:** Listens to and understands the customer, anticipates customer needs, and gives high priority to customer satisfaction
* **Subject Matter Expertise:** Possesses deep knowledge and specialized skill set pertaining to the job function

*This position description reflects the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the job. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. The responsibilities listed may be subject to change at any time and individuals may be asked to perform duties outside of their regular responsibilities to support the ongoing operations of Adventist Health System and its facilities.*

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| Job Specifications: **(Physical and Mental Job Requirements)** |

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job specific functions (listed within each job specific responsibility) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis. If the requirement is not marked, then the standard is generally considered not applicable.

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| **Requirement** | **Occasionally** | **Frequently** | **Continually** | **Requirement** | **Occasionally** (i.e., Monthly) | **Frequently**(I.e. Weekly) | **Continually** (i.e. Daily) |
| General Requirements (has the ability to…) |  |  |  | Required Lifting (ability to lift…) |  |  |  |
| Sit | **[ ]**  | **[ ]**  | **[x]**  | Up to 10 lbs | **[x]**  | **[ ]**  | **[ ]**  |
| Stand | **[x]**  | **[ ]**  | **[ ]**  | 11 to 24 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Walk | **[x]**  | **[ ]**  | **[ ]**  | 25 to 34 lbs  | **[ ]**  | **[ ]**  | **[ ]**  |
| Drive | **[ ]**  | **[ ]**  | **[ ]**  | 35 to 50 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Bend | **[ ]**  | **[ ]**  | **[ ]**  | 51 to 75 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Climb | **[ ]**  | **[ ]**  | **[ ]**  | 76 to 100 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Kneel | **[ ]**  | **[ ]**  | **[ ]**  | Over 100 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Crouch | **[ ]**  | **[ ]**  | **[ ]**  |  |  |  |  |
| Twist | **[ ]**  | **[ ]**  | **[ ]**  | **Pushing/Pulling** (ability to push and pull…) |  |  |  |
| Maintain Balance | **[ ]**  | **[ ]**  | **[ ]**  | Up to 10 lbs | **[x]**  | **[ ]**  | **[ ]**  |
| Reach | **[x]**  | **[ ]**  | **[ ]**  | 11 to 24 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
|  |  |  |  | 25 to 34 lbs  | **[ ]**  | **[ ]**  | **[ ]**  |
| Sensory Requirements (has ability for…) |  |  |  | 35 to 50 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Far Vision | **[x]**  | **[ ]**  | **[ ]**  | 51 to 75 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Near Vision | **[ ]**  | **[ ]**  | **[x]**  | 76 to 100 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Color Vision | **[ ]**  | **[x]**  | **[ ]**  | Over 100 lbs | **[ ]**  | **[ ]**  | **[ ]**  |
| Depth Perception | **[ ]**  | **[ ]**  | **[ ]**  |  |  |  |  |
| Seeing Fine Details | **[ ]**  | **[ ]**  | **[ ]**  | **Hand Manipulation** (ability with…) |  |  |  |
| Hearing Norm Speech | **[ ]**  | **[ ]**  | **[x]**  | Simple Grasping | **[ ]**  | **[ ]**  | **[x]**  |
| Hearing Overhead Pages | **[ ]**  | **[ ]**  | **[ ]**  | Firm Grasping | **[x]**  | **[ ]**  | **[ ]**  |
| Telephone use | **[ ]**  | **[ ]**  | **[x]**  | Fine Manipulation | **[x]**  | **[ ]**  | **[ ]**  |
|  |  |  |  | Use of Keyboards | **[ ]**  | **[ ]**  | **[x]**  |
| **Mental & Emotional Requirements** (ability to…) | **YES** | **NO** |  |   |  |  |  |
| Cope with High Level of Stress | **[x]**  | **[ ]**  |  | **Environmental Exposure** (may be exposed to…) | **YES** | **NO** |  |
| Make Decisions under High Pressure | **[x]**  | **[ ]**  |  | Infectious Diseases | **[ ]**  | **[x]**  |  |
| Cope with Others’ Anger/Fear/Hostility Calmly | **[x]**  | **[ ]**  |  | Chemical Agents | **[ ]**  | **[x]**  |  |
| Manage Altercations | **[ ]**  | **[x]**  |  | Dust, Fumes, Gases | **[ ]**  | **[x]**  |  |
| Concentrate | **[ ]**  | **[x]**  |  | Extremes in Temperature or Humidity | **[ ]**  | **[x]**  |  |
| Handle a High Degree of Flexibility | **[x]**  | **[ ]**  |  | Hazardous or Moving Equipment | **[ ]**  | **[x]**  |  |
| Handle Multiple Priorities in Stressful Situation | **[x]**  | **[ ]**  |  | Unprotected Heights | **[ ]**  | **[x]**  |  |
| Work Alone | **[ ]**  | **[x]**  |  | Loud Noises | **[ ]**  | **[x]**  |  |
| Demonstrate High Degree of Patience | **[x]**  | **[ ]**  |  | Enters Patients’ Rooms | **[ ]**  | **[x]**  |  |
| Adapt to Shift Work | **[ ]**  | **[x]**  |  | Has Direct Patient Contact | **[ ]**  | **[x]**  |  |
| Work in Areas That Are Close and Crowded | **[ ]**  | **[x]**  |  |  |  |  |  |
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| **Others (note below)** | **YES** | **NO** |  | **Others (note below)** | **YES** | **NO** |  |
| Accepts flexible schedule to meet unit/dept needs | **[x]**  | **[ ]**  |  | Position Requires TB Test | **[ ]**  | **[x]**  |  |
| Takes call duty | **[ ]**  | **[x]**  |  | Position Requires Mask Fit | **[ ]**  | **[x]**  |  |
| Drives a Facility Name vehicle | **[ ]**  | **[x]**  |  |  |  |  |  |
| Must provide a 4-week resignation notice | **[ ]**  | **[x]**  |  |  |  |  |  |
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