HR Service Center Senior Specialist

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**Job Family**

**Human Resources:** The Human Resources function serves to foster a healthy, productive, and inclusive workforce through the development and implementation of integrated and effective human resources programs, services, and policies. The Human Resources function advises and administers programs in the following areas: benefits, employee/labor relations, employment, HRIS and records, organizational development and training, and other related human resources services.

**Sub Family**

**HRIS/Records:** Performs administrative duties in support of the maintenance of employee records, including personnel status updates, terminations, and new hires. Assists in the collection of employee information for reports and statistical research. Enters employee data into HRIS.

**Job Responsibilities**

- Resolves complex questions and provides detailed explanations related to University policies and procedures (e.g., benefit plans, FMLA). May make or recommend decisions on exceptions to policies and/or procedures.
- Coordinates relationships across the University and with external vendors to implement human resources processes and programs.
- May supervise or oversee the work of other TAS employees and/or student employees.
- Processes, approves, and monitors human resources documentation and data (e.g., employment status, benefit changes, leaves, pay increases). Monitors information within online HR systems for accuracy and further action; may provide training in the use of these applications.
- Coordinates the hiring process; reviews and processes postings, reviews applications against defined selection criteria such as relevant experience and education, and supports recruitment and onboarding activities.
- Delivers standard training to managers and employees.

**Role**

- Work is performed by applying established standards independently through a broad and deep knowledge base of the University acquired from several years of experience in a particular area.
• Serves as a resource and guide to others in the department and/or University on questions of policy and procedural issues, precedents, etc.
• Typically supervises or oversees the work of other TAS and/or student employees.

Impact and Complexity

• Performs job responsibilities through use of specialized tools, job experience, and established standards. Typically organizes, sets priorities, schedules, and reviews work of student workers or volunteers. Fully responsible for effectively and independently handling all job responsibilities within scope of authority.
• Decisions and problems are varied, often complex, and involve multiple constituencies, often with competing priorities.
• Coordinates resources from other areas within the University and externally in order to achieve the appropriate outcome. Exercises sound judgment in dealing with confidential information and maintains appropriate level of discretion.

Requirements

Knowledge of human resources technical and practical concepts, processes, and methods typically obtained by a high school degree or GED or equivalent and a minimum of 5 years of related experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.