

JOB DESCRIPTION

Human Resources Operations Manager

JOB SUMMARY

This role is responsible for managing a team of HR Associates who are the first point-of-contact for employees with questions on HR policies, services and payroll. Ensures that high levels of customer service are met and that employees' questions and concerns are resolved in a timely, professional manner. Will consult with HR Business Partners and other staff as appropriate to manage difficult/complex situations. Helps ensure consistent application of policies and procedures across the organization. The HR Operations Manager will utilize a case management tool, telephony system, and dashboard to oversee and respond to HR policy, procedure, and process inquiries in support of employees. This role also manages a Payroll Supervisor.

ESSENTIAL FUNCTIONS

- Develop, plan and organize the operating processes and procedures of the HR Service Center.
- Manage and contribute to the design, development and implementation of change and transformative initiatives for the HR Service Center.
- Manage day to day operations of the call center team to ensure they meet and exceed established goals
- Act as the liaison between Team REX and Management with new processes and procedures for the Service Center
- Analyze HR Dashboard (ServiceNow and telephony) data to monitor the customer experience, Team REX Statistics and productivity. Generate summary reports utilizing available dashboard data. Review regularly with Sr. Manager HR Business Support Center to identify and act on both positive and negative performance trends to ensure attainment of SLAs and performance targets.
- Supervise the Payroll Supervisor who is responsible for resolving day-to-day payroll issues and payroll processing.
- Manage a team of HR Associates to support Payroll associates and managers with inquiries in areas including, but not limited to, benefits, payroll, leaves of absence, company policy, performance management, time away from work and talent acquisition.
- Provide proactive, hands-on management to the HR Associate team responding timely and accurately to team member inquiries. Work closely with Sr. Manager, HR Business Support Center, and the HRBPs as needed.
- Assist with handling complex team member situations involving time sensitive problem resolutions and escalations. Identify team member needs quickly and take appropriate actions to ensure those needs are met. Perform necessary research and work cross-functionally to escalate and resolve problems. Maintain utmost confidentiality of all requests.
- Provide direct support to company employees, other HR groups, and company management as part of a centralized function to handle a variety of HR-related transactions.
- Support projects required for servicing team members and our employees across the Reliance Family of Companies
- Assist in the recruiting, hiring and training of new HR & Payroll Associates as the team grows to support further implementation waves.
- Continually review and evaluate established processes and procedures against real-life situations. Propose changes and improvements as needed.
- Identify needed training or operating procedure documentation and work with appropriate parties to develop and implement.
- Ensure all client interactions, requests, resolution and action taken within the HR case management application.
- Periodically monitor service calls to observe employee demeanor, technical accuracy and conformity to company policies.

- Provide communication and follow up to ensure representatives are fully aware of all new information related to processes, procedures, customer needs and company related issues, changes or actions.
- Determine work procedures, prepare work schedules and expedite workflow within the established systems and tools.
- Hold individual regular 1:1s with each employee to review call audits, attendance, coaching, and feedback.
- Maintains harmony among team and works with HRBP to address employee relations issues/concerns.
- Stays informed of key Human Resources issues/events and policy changes that impact the HR Service Center inquiries. Answers questions and recommends corrective resolutions to address employee issues, complaints, and inquiries. Responds to and complies with any internal/external investigations, audits, assessments and participates in and adheres to corrective actions as required.
- Provide regular training and coaching to Associates in order to increase first call resolution and ensure compliance with appropriate federal and state laws. Performs quality observations to ensure service levels are met.
- Manage complex inquiries by researching, gathering support information, soliciting input working with appropriate business partners to resolve the issues.

OTHER DUTIES & RESPONSIBILITIES *(non-essential, i.e. backup duties)*

- All other duties and responsibilities as assigned by management.

REQUIRED KNOWLEDGE & SKILLS

- High school diploma or GED required
- Bachelor's Degree in Human Resources or related field preferred
- 10+ years of progressively responsible HR experience including management experience required; experience in a call center environment required or preferred?
- Strong PC skills, with working knowledge of Microsoft Office products; MS Outlook, Word, Excel & PowerPoint required
- Previous experience with Dayforce and/or ServiceNow preferred
- Ability to maintain high level of confidentiality and professionalism
- Ability to appropriately escalates or routes requests from employees to others for additional information as needed
- Critical thinking, analytical and problem-solving skills essential
- Ability to multitask and prioritize while maintaining a positive attitude
- Bilingual English/Spanish oral and written communication skills preferred

YEARS OF EXPERIENCE *(Check applicable box)*

- N/A
 Less than one year
 1-2 years
 2-5 years
 5-7 years
 7-10 years
 10-15 years
 15+ years

LEVEL OF EDUCATION *(Check applicable box)*

- N/A
 High School/GED
 Associate degree
 Bachelor degree
 Master degree
 Doctoral degree