



Board of Education of the City of St. Louis
CAREER OPPORTUNITY

Position Title:	Human Resources Customer Service Representative
Payroll/Personnel Type:	12 Month
Reports to:	Director, Human Resources

Position Summary:

Interviews and works with employee customers in completing human resource transactions, making changes, obtaining information, or clarification about employment issues. Input and maintain accurate employee computer and manual information.

Essential Functions:

- Handle all incoming and outgoing customer service telephone calls in a courteous and professional manner and meet with customers who seek information or to make human resource changes
- Coordinate prompt handling of all customer service requests including benefit changes, payroll inquiries, workflow, etc.
- Handle all e-mail and written correspondence in a timely manner
- Work closely with employment/recruitment, employee relations and compensation and benefits to ensure human resource questions and issues are resolved timely and accurately
- Use Human Resource Information Systems to process HR workflows and update employee data
- Participate in process improvement and to streamline processes, reduce rework and improve productivity
- Participate in the annual open enrollment process
- Assist as needed in conducting new hire orientation or in other human resource department areas as requested
- Process Leaves of Absence including STD/LTD, Worker's Compensation, FMLA, etc.
- Performs other duties as required

Knowledge, Skills, and Abilities:

- To Be Reviewed

Experience:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of customers or employees of organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- knowledge of contact management, spreadsheet, human resources and word processing software
- A minimum of at least four years of customer service (required)



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Education:

- Associate Degree or equivalent from two-year college or technical school
- Or four to five years related experience and/or training
- Or equivalent combination of education and experience (required)

Physical Requirements:

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

Working Conditions and Environment:

- Work is routinely performed in a typical interior/office environment
- Very limited or no exposure to physical risk

Disclaimer:

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Review/Approvals:

_____	_____
Employee	Date
_____	_____
Immediate Supervisor	Date
_____	_____
Human Resources	Date

In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.



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