



Family: Organizational Development

Level: AM6

Position Profile Title: Supervisor-HR Operations

Salary Grade	Minimum	Midpoint	Maximum
5	\$51,072	\$68,988	\$86,904

PROFILE SUMMARY:

Positions in this job profile supervise an HR support team, and ensures timely, efficient, and accurate processing of HR transactions, forms, and records. The Supervisor is also responsible for operations management of their assigned unit, and works with the Director of the HR Service Center in the development and implementation of HR services to the University. These positions supervise work while actively performing daily activities and tasks that support the function or department.

DISTINGUISHING CHARACTERISTICS:

The distinguishing characteristic of the Supervisor-HR Operations profile is the primary responsibility for the day-to-day operational management and oversight of human resources systems, programs, and personnel within the HR Service Center.

PRIMARY POSITION RESPONSIBILITIES:

1. Directs staff in processing human resources administration transactions, including; time and attendance data entry; report auditing; reconciliation; hiring, employment and other job changes and/or termination transaction administrations through HR systems.
2. Runs audits and reports, ensures appropriate policies and procedures are in place for the accurate processing of employee life cycle and recruitment processes.
3. Participates with other HR leaders in the development of a seamless HR operations function, driving process reengineering initiatives, operations performance, consistency, and service delivery.
4. In coordination with HR Service Center leadership, manages communication about organizational changes and impacts to teams and stakeholders.
5. Supervision including plan, assign and approve work; rewards/discipline; respond to grievances; hire/fire (or effectively recommend); prepare and sign performance evaluations/reviews of employees including classified and/or professional faculty.

PROBLEM-SOLVING AND DECISION-MAKING:

Problems are varied, requiring analysis or interpretation of the situation. Problems are solved using knowledge and skills, and general precedents and practices.

Decisions may affect a work unit or area within a department; your job may contribute to business and operational decisions that affect the department.

Decisions impact:

- Functions across the University
- Department
- Direct team
- Vendors/Suppliers/Contractors
- Other External Agencies and Institutions



Family: Organizational Development

Level: AM6

Position Profile Title: Supervisor-HR Operations

Salary Grade	Minimum	Midpoint	Maximum
5	\$51,072	\$68,988	\$86,904

ACCOUNTABILITY:

Results are defined by senior leadership; existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/managers is available to resolve problems.

RELATIONSHIPS WITH OTHERS:

Collaborates and interacts within the Dept/Unit, University Wide, and Externally to:

- Exchange routine, factual information and/or answer routine questions.
- Exchange detailed information or resolve varied problems.
- Identify needs/concerns of others, determine potential solutions, resolve or redirect appropriately.
- Persuade, gain cooperation and acceptance of ideas or collaborate on significant projects.
- Resolve conflict, negotiate or collaborate on major projects.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.
- Access and/or work with sensitive and/or confidential information.
- Handle sensitive issues and facilitate collaboration at the highest level.
- Develop and maintain relationships with key contacts to enhance workflow and work quality.

TYPICAL REQUIREMENTS:

Bachelor's degree in Human Resources Management, Business or Public Administration, Behavioral Sciences or Organizational Development/ Behavior and three years of professional level human resource experience. A master's degree in any of the disciplines listed may substitute for two years of professional level experience;

OR SPHR or PHR and three years of professional human resources experience; **OR**

Five years of professional level human resource experience.

At least one year of experience performing lead work and/or supervision that included: planning and assigning work; conducting periodic reviews and/or evaluations; determining subordinates' training needs and arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and recommending or initiating disciplinary action; and coaching, mentoring and training staff/teams.

DISCLAIMER:

The above statements are intended to indicate the general nature and level of work performed by positions within this job profile. They are not designed to contain or be interpreted as an exhaustive list of all duties, responsibilities, skills, and qualifications required of all employees within positions covered by this job profile.