

JOB DESCRIPTION

1. JOB DETAILS:

Company:	Dana Energy
Location:	Headquarters
Department:	Human Resource Management
Position Title:	HR Shared Service Specialist
Grade:	9
Reports to:	HR Case Manager
Job Type:	Full Time

2. JOB PURPOSE:

This position is responsible for a variety of duties relative to specific functions within Human Resources (for example, Employment Services, Benefits, HRIS). The position involves a high level of independent program administration and problem solving ability relative to all transactional processing areas of Human Resources. This position is responsible for processing and/or initiating employee data changes in the HRIS and is responsible for preparing, processing and auditing personnel data for input, verifying the accuracy of input and following up with departments to resolve issues. This position interacts with various levels of the organization and will require individual judgment and independent decision-making.

The HR Shared Service Specialist will work closely with the Shared Services team and HR Business Partners as well as other functional leaders, in order to meet the HR needs of the organization. The HR Shared service Specialist will also serve as the primary point of contact to all employees in answering routine inquiries.

3. JOB DIMENSIONS:

Number of Staff Supervised:	Direct Reports:	▪ 0
	Indirect Reports:	▪ 0
	Total Reports:	▪ 0
Financial Accountabilities:		▪

4. KEY ACCOUNTABILITIES:

- Perform intake of HR inquiries via case management, telephone, or email. Will assess inquiries or reported issues to determine best method of resolution.
- Demonstrate broad HR/Payroll knowledge, as pertains to the various business units, providing employees with relevant information, policy explanation and navigation support.
- Triage call based upon inquiry to determine level of urgency and specific issue
- Utilize knowledge base and general knowledge to support issues resolution, provide counsel or identify when case escalation is appropriate.
- Provide high touch employee service that meets expected service levels and business performance goals.
- Train and coach callers in the use of people self-service.
- Support the integrity of employee records and workday data.
- Perform transactional work and data entry as required while maintaining data and system integrity
- Document inquiries within the case management tool, transfer case to next tier or direct caller to third party vendor if appropriate.
- Provide follow up communication to employees to ensure satisfaction and case resolution.
- Properly document employee contact information and employee notes regarding interaction.
- Works collaboratively within a team to share ideas, ownership, and accountability for driving improvements and consistency of execution for key HR processes.
- Identify and report any call trends or service trends to the HR Case Manager
- Provide feedback on employee issues and the knowledge base so that management can address and improve tools
- Participate in scheduled and ad hoc training in order to improve policy and process acumen.
- Provides outstanding internal communication support to the company spare head effort to keep people informed about company directions and invested in company vibrant culture
- Support mass mail initiatives, open enrolment and special projects, as assigned
- Follow all safety and environmental requirements in the performance of duties

5. COMMUNICATIONS & WORKING RELATIONSHIPS:

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6. FRAMEWORKS, BOUNDARIES, & DECISION MAKING AUTHORITY:

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7. QUALIFICATIONS, EXPERIENCE, & SKILLS:

- Bachelor's degree in Human Resources or Associates Degree with 2 years' experience in a Human Resources related area
- HRBP preferred
- Basic understanding of employment laws and labour issues; compensation and benefit programs.
- Ability to do data entry and use of HRIS System
- Ability to apply and understand personnel management policies and procedures relating to Staffing; Compensation; Benefits and Payroll.
- Ability to maintain knowledge of current pay exceptions and specific pay policies for specific departments.
- Excellent verbal and written communication skills as well as interpersonal skills.
- Professional judgment and diplomacy in handling unexpected problems and frequent interruptions.
- High level of attention to detail.
- Ability to remain flexible and handle multiple tasks.
- Ability to maintain confidentiality of employee data.
- ability to continually look for ways to improve processes and provide solutions for management review
- Ability to work in a team environment; demonstrating utmost professionalism with regard to dealing with customers as well as co-workers.
- Ability to manage stress effectively; and maintain balance between work issues and personal issues to maintain a professional behaviour.
- Knowledge of general HR policies/programs and the ability to communicate such in a concise way to employees.
- Familiar with ISO 9001:2015
- Proficient user of office soft wares and familiarity with ERP systems and people self service

Statements in this Description are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

10. Approvals:

Line Manager (Dept. Manager / Function Head):

Signature			Date	

Group Human Resources Director:

Signature			Date	