

HR Service Center Specialist

Group Health Cooperative

Location: Tukwila, WA

Job number: 151180

What does it mean to work at Group Health?

At Group Health, our mission is to enrich people's lives by improving health. As a Group Health employee, your role is to deliver on that mission every day by living our values—Customer Focus, Accountability, Innovation, Excellence, and Integrity. You take initiative, set goals, and solve problems while collaborating with friends and colleagues. Together we make a meaningful impact on our community.

In return, Group Health is committed to providing you competitive pay, excellent benefits, and an opportunity to make a difference each day as we strive to reach our vision to be the preferred health care partner by excelling in quality, service, and affordability.

Responsible for first point of contact for staff for resolution of complex HR issues related to HR/HRSC programs, benefits, employee relations, compensation. Conduct research of issues as appropriate and provide resolution in a timely manner. The specialist will create, monitor, and close out tickets in the case management tool, as well as work closely with other HR staff members, and HR information systems to provide service and support to all other HR functional areas. Responsible for the day to day administration of the HR Service Center workflow. Assists in scheduling and coordinating the work of the team and meetings. Provides resolution of complaints and inquiries at tier 1 and 2, triaging and escalating more complex issues. Assists HR Service Center manager in developing standard work , service level agreements and key performance indicators for all areas of the department using Lean principles.

Qualifications

Education

Minimum Education Requirements

High School Diploma/GED

Preferred Education

Bachelor's Degree or equivalent combination of education and experience.

Knowledge/Skills

Minimum Knowledge/Skills Requirements

Intermediate Microsoft Excel and Word user.

Preferred Knowledge/Skills

Intermediate HR module ERP experience. Crystal report writing. Advanced Microsoft Excel user.

Microsoft Access user.

Experience

Minimum Experience Requirements

2 years Human Resources and customer service experience (experience may be concurrent).

Preferred Experience

3 years Human Resources; customer service; supervisory; and general HR experience (experience may be concurrent).

License/Certifications

Minimum License/Certifications Requirements

None Required

Preferred License/Certifications

At time of hire PHR Certification.

Group Health is an Equal Opportunity Employer committed to a diverse and inclusive workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, protected veteran status, marital status, age, sexual orientation, gender identity or expression, or any other legally protected status.

Apply online: <http://bit.ly/1Uxvh9O>