



## **Supervisor, Human Resources Service Center**

Located in Rockville Centre, NY, CHS is a \$2B multi facility health system providing the full continuum of care to the Long Island community. Comprising six hospitals, three long term care facilities, Home Care, Hospice and a large multi service agency assisting individuals with disabilities, CHS offers a full spectrum of health care services.

The Supervisor of the HR Service Center leads and supervises the call center team to ensure efficient and effective delivery of MyHR Services to CHSLI employees by supporting all Human Resources (HR) related inquiries for all company employees. This position will provide front line point of contact for both routine and escalated calls from both employees and Shared Service Specialists. Supervisor will respond to questions, resolve issues and determine the escalation path if necessary after triaging the request and/or issue.

### **Responsibilities:**

- System administrator for Shared Service Delivery System (Neocase) System administrator for employee verification system (Equifax The Work Number)
- Supervises real-time volume management, including but not limited to adjusting schedules, adjusting offline tasks (tuition, verifications, file requests, etc.)
- Monitoring queues and tasks to ensure service level agreements are met
- Answers questions and recommends resolutions to address employee and/or customer issues, complaints, and inquiries
- The ability to identify the nature and severity of the request or issue, prioritize, and choose the best method of resolution in a sensitive and confidential manner is required
- Conducts call monitoring and data integrity reviews to ensure that production and quality expectations are being met, providing timely feedback and coaching to ensure performance metrics are being met or exceeded; observes employee demeanor, technical accuracy, and conformity to company policies; conducts ongoing observations of program performance and identifies training needs
- Develop and lead a customer focused effort, constantly improving processes and procedures to meet changing technical and customer requirements in a pro-active manner
- Supervises Shared Service Specialists
- Mentors staff to maximize performance and potential Designs, develops, and generates reports, analyzing the data to ensure accuracy and that the content meets departmental needs and requirements; compiles work volume statistics and monitors

### **Requirements:**

- Bachelor's degree highly preferred or equivalent work experience.
- Excellent organization and planning skills
- Strong analytical abilities and problem solving with demonstrated ability to run reports, and interpret/analyze data outputs
- Self-directed and motivated professional
- Ability to solve problems and make recommendations to remediate issues
- Committed to excellence in service and performance

- Superior attention to detail and ability to multitask in a highly dynamic environment while managing multiple team member workloads to meet deadlines
- Proficient in the use of Microsoft Office suite of applications and the ability to quickly learn new software products
- Strong business orientation and ability to develop solid working relationships with all levels of management and staff
- Creative, innovative and flexible in responding to rapidly changing needs and priorities
- 3+ years call center experience preferred
- 5+ years HR experience preferred
- Case management
- Strong working knowledge of HR systems and operations
- Call Center supervisory experience required Experience with a Shared Service Delivery system required

At Catholic Health Services of Long Island your well-being comes first, with comprehensive compensation and benefits; our offerings go beyond the basics. In addition to multiple medical plans, life insurance, generous paid time off and flexible spending accounts, we also offer substantial tuition reimbursement, an employer funded pension plan and several savings plan options for your future.

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