



Knight Vision

UNIVERSITY OF CENTRAL FLORIDA

Human Resources Specialist

Working Title: Human Resources Specialist
Pay Grades: 15, 16, 17

Job Family: Human Resources
Levels: I, II, III

Organizational Overview

The University of Central Florida's (UCF's) Administrative Service Center (ASC) primarily provides customer service to the Finance Business Centers (FBCs) and the Human Resources Business Centers (HRBCs) employees, assisting with various tasks as needed. The ASC also provides administrative support services to staff across all colleges and divisions of the University. The ASC is designed to reduce the administrative burden on individual colleges, consolidate transaction-based functions, create economies of scale, and improve backroom process efficiency so the colleges can better focus resources on their mission.

The ASC is comprised of Customer Care Coordinators, Specialists, and Managers responsible for supporting HR, finance, and procurement functions across all colleges and divisions. These Specialists will operate as campus experts on processes and procedures, support training and development, provide specialized reporting and analytics, and support central office transactions. All employees within the ASC will also work to continuously improve processes and workflows.

The purpose of the ASC is to ensure that the services provided meet or exceed expected performance levels and satisfy the needs of the faculty/staff/students (colleges/divisions).

Position Summary

Human Resources Specialists support HR Coordinators within the Human Resources Business Centers (HRBCs) as experts on HR-related processes and procedures. HR Specialists develop comprehensive end-user support materials to guide HR Coordinators and their stakeholders through the HR process. In addition, the HR Specialist will provide on-demand support to HRBCs staff when transactional levels require additional processing support.

The position provides direct HR support for managers and employees in delivering HR services using a working knowledge of all applicable policies and procedures and leveraging Workday to complete transactions. Additionally, the HR Specialist fields

SERVICE ENHANCEMENT TRANSFORMATION (SET)

questions on HR practices and strategies and/or escalates to HR Partner or HR Director. The position also provides broad Workday expertise and process support. HR Specialists may support all employee types, or have a more dedicated focus for supporting staff, faculty, students, temporaries, grad assistants or postdocs.

Example of Duties

All Employees

- Provide first point of HR customer service for creating and managing positions, recruiting and hiring, managing and tracking employment changes, processing pay changes, coordinating timekeeping, and managing appointments.
- Connect employees with appropriate departments for other services as needed.
- Maintain working knowledge of all applicable policies and procedures and ensure process compliance with applicable rules, regulations, and policies
- Advise managers and employees on HR policies and procedures.
- Escalate complex HR issues to HR Partner or HR Director.
- Process HR transactions in Workday by reviewing and approving manager-initiated processes or initiating processes on behalf of the manager.
- Maintain data integrity by reviewing processes for accuracy.
- Initiate and approve employee job changes in Workday (hires, transfers, promotions, renewals, compensation changes, one-time payments, etc.).
- Collaborate with HR Partners and Directors to provide HR related trainings to employees and managers within the college or division.
- Oversee local onboarding and offboarding.
- Respond to unemployment claims, employment verifications, subpoenas, and public records requests.
- Image documents within the electronic official personnel file
- Monitor the I-9 expiration dates for international employees.
- Monitor the E-Verify Case results and take the appropriate actions.
- Support managers and employees with timekeeping processes and time audits.
- Conduct annual performance management tracking.
- Assist in coordinating annual and occasional compliance training.

Academic Responsibilities

- Facilitate the faculty recruitment process as needed, including working with search committees, processing actions in Workday and providing information and/or status updates to department chairs/school directors.
- Work with faculty and post-award support staff to facilitate the postdoctoral scholar hiring process, aiding with processes such as posting postdoctoral scholar requisitions, conducting first pass of candidates, providing information and/or status updates to faculty hiring managers, and processing actions in Workday.
- Manage all academic appointments (incl. administrative and named positions) in Workday.

- Support associate deans, chairs, and directors in various administrative tasks associated with division and department management – such as personnel file upkeep.
- Process and support additional aspects of faculty employment, such as sabbaticals, paid parental leave, employment of relatives, and the transition to retirement program.
- Support managers/chairs in the completion of various faculty reviews (e.g., annual evaluations, cumulative progress evaluations, sustained performance evaluations, fifth year chair reviews) and the distribution of student perception of instructor reports.
- Facilitate multiple administrative aspects of the tenure and promotion process. Process and track faculty compensation actions for an area, such as faculty summer salary, administrative salary, administrative discretionary increases, escalating to the college or unit HR or budget director as needed.
- Support management of multiple administrative systems as necessary – including the faculty qualifications management system and faculty activity system.
- Connect faculty and postdoctoral scholars with appropriate departments for other services as needed.
- Maintain working knowledge of the UCF-UFF Collective Bargaining Agreement and all applicable HR policies and procedures and advise managers/ chairs and employees on relevant policies and procedures.
- Ensure process compliance with applicable rules, regulations, and policies.
- Support managers/chairs and employees with timekeeping and time audits.

Qualifications

Minimum Qualifications: High School Diploma or equivalent and (0 - 4+) years of relevant experience or combination of relevant comparable education and experience.

Relevant Experience:

- Experience comprehending, interpreting, and appropriately applying the sections of applicable laws, guidelines, regulations, ordinances and policies.
- Experience providing HR administration, support, and processing.

Preferred Qualifications:

- Bachelor's degree
- Related HR Certification
- Higher education experience

Competencies:

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Working knowledge of human resources rules, regulations, processes and procedures and ability to explain facts, policies, and procedures to others.
- Knowledge of administrative and office procedures and technology systems and workplace terminology.
- Ability to work independently and be part of a team environment while developing highly effective and valued professional relationships with peers, colleagues, and cross-functional teams and to conduct oneself in an ethical manner.
- Desire to genuinely help people and provide solutions.
- Excellent organizational skills, attention to detail, and ability to keep confidentiality.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to use computers and computer systems (including hardware and software) to support, configure, run reports, enter data, or process information.
- Ability to work with anyone at any level across the institution and maintain a professional, helpful, pleasant interaction.

Physical Environment

Standard office environment with no unique physical demands.

Physical/Cognitive Requirements

- Employee must be able to sit or stand for prolonged periods of time.
- This role routinely uses standard office equipment.
- Written communication; verbal communication; logic; fast pace; multiple priorities; sitting in normal position; analyzing; reasoning; reading.

Responsibility for Confidential Data

Exposed to highly sensitive and confidential information and situations. Must be able to handle with objectivity, candor, and confidence.