Operations Team Supervisor/HR Business Partner Team Supervisor
September 2019

The Operations Team Supervisor/HR Business Partner Team Supervisor report to the Shared Services Center (SSC) Manager and work closely with the SSC Manager, Associate Director of Central Human Resources (CHR), and the Associate Vice Chancellor for Human Resources on standards, business practices and policy compliance in the leadership of the human resources function. This includes the areas of talent management, student employment, payroll coordination, and travel and miscellaneous expense authorization and reimbursement. The Supervisor positions have full supervisory authority over the team they lead. The Supervisor positions are working leaders, that is, they will also complete duties and responsibilities associated with being an HR Business Partner or an Operations Team member.

As HR professionals, the roles communicate and collaborate in a professional and discretionary manner. The roles are a point of contact for employees within the schools/colleges/divisions served by the SSC on a variety of topics and issues as well as the first point of contact in onboarding a new employee. The incumbent shall have a basic understanding of Human Resources rules, statutes, laws, guidelines and policies. Incumbents serve as a resource to the team they lead and as a point of contact to escalate complex HR issues to the CHR Office for assistance.

The employee category of the incumbent will be determined at the point of hire.

A summary of responsibilities (not an exhaustive list) are identified below.

50%. Team Supervisor of Operations Team/HR Business Partner Team
As the Team Supervisor, the incumbent is responsible for coordinating the workload of their team, evaluating performance, bonding team members around common purposes, reviewing appropriate metrics and coordinating with the Manager of the SSC and CHR on training, remediation or business process change. Additionally, this role is responsible for ensuring that business processes are managed as designed by CHR, efficiently and effectively for the benefit of the units supported by these positions. This position will work closely with the Manager of the SSC and the Associate Director of CHR related to standard business processes, roll out of new technologies or changes. Incumbents will also:

- Liaise with HR leadership, SSC staff, and service recipients on the implementation of HR strategies.
- Work with fellow SSC staff to understand the goals of each school/college/division served to insure continuous process improvement.
- Serve as a valued advisor to the SSC Manager on a variety of matters, including employee relations, employee satisfaction and professional development of SSC staff.

The remaining 50% of the Operations Team Leader/HR Business Partner Team Leader will be determined upon hire. This will include typical duties and responsibilities of
Operations Team Members/HR Business Partners and will align with the expertise and experience of the incumbent.

**Core Competencies for Human Resources Professionals**

**Summary:** As a member of the Human Resources community HR serves in a professional role as the partner to their clients and guardian of policies in order to serve their clients and UW-Milwaukee’s mission. As an expectation of all employees who serve in a Human Resources capacity, representing Human Resources both at the campus and system level, it is important that we are perceived as stewards of resources, have a customer focus and are resourceful. Further as a Team Supervisor, the incumbents are expected to demonstrate a high level of integrity, discretionary judgement and confidentiality in supervising others, managing issues and concerns of either their supervisor or clients across campus. The following list are a standard set of competencies expected in this or other HR roles.

**Core Competencies**

- Attention and appreciation for details, and quality of work produced.
- Capacity for, and interest in, problem solving, critical thinking, and analytics.
- Evidence of ability to effectively manage time, prioritize workload, and meet deadlines.
- Results orientation, demonstrating initiative, resourcefulness, resolve, and a commitment to meeting deadlines.
- Adaptability in an ever-changing business environment motivated by business necessity.
- In this customer focused-role the incumbent shall display an aptitude, flexibility and ability to adapt to change and cultural realities. This competency will be demonstrated through:
  - A confidence and commitment to the Vision and Mission of UWM
  - A pro-active, can-do attitude through communications with clients providing them with the services requested
  - An open mindedness towards opinions of others within the work team or external to the HR function
- Communication skills that are closely aligned with the ability to focus on customer’s needs, collaboration, and on building effective relationships with a varied group of peers, clients, and academic and scientific personnel. This competency will be demonstrated through:
  - An ability to influence people and win their respect
  - Professional collegiality. Recognizing and respecting the leadership ability of others while working toward a common goal. Offering constructive criticism when sought while withholding judgment when not.
  - An attentiveness to the ideas, concerns, desires, and strategies of constituencies (i.e., Politically astute).
  - Active listening
  - Fairness
- Accountability and integrity for one’s actions
• Excels in a team environment, while being able to function independently
• Desire for, and pursuit of, continuous learning and professional development
  o Ability to engage in an ongoing process of critical self-appraisal to further develop professional skills; Cultivating areas of strength and addressing areas that require improvement; recognizing and countering the impact of personal biases and value systems on interactions with clients; Understanding the value of constructive feedback from supervisor and mentors, always seeking to modify behaviors that impede effective collaborations and communications, both internally and externally.
• Act as a subject matter expert on payroll and FMLA. Disseminate information from these activities to students and staff as appropriate
• Must be dependable, able to follow instructions, respond to management direction, and must be able to improve performance through management feedback.
• Ability to think strategically in one’s approach: understanding and addressing interdependencies and fundamental issues.

Required Qualifications:

• Ability to provide leadership to a group of people, i.e., the ability to bond individuals around common purposes, coordinate work, evaluate performance, and maintain accountability, among other leadership duties.
• Strong interpersonal and written communication skills.
• Basic understanding of human resources laws, rules, policies and guidelines.
• Demonstrated ability to take initiative to effectively problem solve.
• Demonstrated ability to collaborate successfully with disparate parties in an organization.
• Demonstrated appreciation for the value of working with people of different cultures, experiences and values.

Preferred Qualifications:

• Detail orientation in the organization of information
• Experience with policy interpretation and process improvement
• Strong self-awareness, self-management and relationship management skills
• Experience with an integrated, complex database used to manage a workforce, e.g., Oracle/Peoplesoft or Workday.
• Success in serving the human resources needs of a designated client group.

Application Materials:

1. A cover letter, which addresses the applicants skills, abilities and/or experiences in all of the required qualifications and any pertinent preferred qualifications.
2. A resume, which details professional experiences
3. Contact information for five professional references