



HR Generalist-Service Delivery (full-time, 35 hours/week)
Office of Human Resources
Position 102025

Position Summary: The HR generalist/ service delivery leader will report to the Associate Vice President, Human Resources/CHRO and will work closely with HR and Payroll to set the strategic direction of Operations Service Delivery. This role will be responsible for the development, implementation and adoption of programs, processes and tools to drive scalability, efficiency and continuous improvement. This position is responsible for the daily management of shared services and will oversee operations intake and customer service functions for the Human Resources team. This role will develop HR communications and maintain the HR website content and interface and support employee relations, payroll, training and talent management. The successful individual will be detail-oriented, independently motivated, and have the confidence and ability to interact with and influence stakeholders in a professional, approachable, and positive manner. Manages the service desk operations.

Essential Responsibilities Include: Develops, implements and administers strategy for HR Services which encompasses HR Service Delivery. Directs, plans and manage HR Services in accordance with CUA's strategic goals and direction. Drive development and adoption of SOPs and delivers HR services, procedures and processes, which are considered value added, measurable, directly tied to institutional business objectives, and aimed at increasing client satisfaction. Work with the appropriate subject matter experts to create and implement policies where needed. Work to build HR Service performance and commitments to goals and objectives, while measuring results to improve transactional efficiencies. Ensures there is a positive internal and external working relationship within HR Services and with external clients by frequently communicating and soliciting feedback with both parties and by measuring client satisfaction. Customer Service via HR/Payroll service desk; managing escalated uses; support program rollout across the University; collaborate with functional HR areas (e.g., Employee relations, recruiting, HRIS). Act as a business partner and change champion. Actively identifies gaps, proposes and implement changes necessary to cover risks. Drive organizational initiatives and build on current best practices in order to drive HR and payroll integration synergies

Minimum Qualifications: Bachelor's Degree and a minimum of five (5) years' of broad HR experience, which includes three (3) plus years as business partner or in a generalist role in a complex business or client service related field or managing human resources. Demonstrated experience implementing successful processes or performance improvement. Knowledge of business practices and HR operations. Experience managing a service desk for HR and payroll is a plus, along with managing an intake system. Payroll and employee relations experience a plus. At least one (1) year of supervisory experience preferred.

How to apply: forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 102025 in subject line of email. Please do not include photos on resumes and save documents with first/last names. All applicants must be supportive of the mission and vision of *The Catholic University of America*. Position is open until filled.

THE CATHOLIC UNIVERSITY OF AMERICA
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