

## HR SERVICES REPRESENTATIVE

### Summary

A multi-skilled professional with good all-round HR informatory skills. Very capable with an ability deal with all the recruitment/processing needs of the organization. Experienced in providing timely and up to date HR advice to both managers and employees whilst at the same time making sure both the employee and employers interests are best represented.

### Key Skills

- Excellent telephone manner and high standard of communication skills.
- Able to deal with highly confidential matters professionally & discreetly.
- Strong communicative, interpersonal, team-building, and leadership
- Highly developed written, verbal and presentation skills
- Good computer skills with an excellent knowledge of Microsoft Word and Excel
- Possess a proactive, positive and confident attitude
- Professionals in Human Resources Association
- Recruiting and selection techniques

### Experience

10/2012 to Current

HR Services Representative Company Name - City , State

- Dealing with all of the recruitment needs & employment issues of the company. Ensuring the timely recruitment of new employees into the business from the initial job offer being made through to their induction into the company including offer letters and contracts etc. Duties:
- Process the enrollment of new recruits
- Contacted all job applicants to inform them of their application status.
- Thoroughly explained the employee handbook during new employee orientations.
- Process all requests for enrollment, updates, changes and claims to Group Benefit Plans
- Process application for Leave and provide information to staff and managers as requested
- Making sure that any promotions, transfers and pay increase take effect as planned.
- Prepare job status and reference letters as requested by employees on a weekly basis
- Set up and maintain correct records of employees within system databases.
- Providing employment references for past employees
- Prepare Offer Letters and Employment Contracts for Employees
- Conducting pre/post-employment checks: reference and security checks for job applicants
- Process all staff and status changes
- Register new employees to Company's time clock system
- Prepare company ID's for all Employees
- Process application for Leave and provide information to staff and managers as requested
- Assist employees and customers alike in person and phone to ensure that all issues/concerns have been rectified within a timely manner
- Liaising with Managers/Supervisors of all departments to meet the demands for each department whether it is pertaining to recruiting or leave or benefits concerns/queries
- Scan and attach all documentation relating to an employee to an electronic file
- Ordered stationery supplies
- Filed documents on a daily basis
- Photocopied and faxed documents
- Assisted with the packaging of payslips
- Prepared the Haulage and Contractor payrolls on a weekly basis

05/2010 to 07/2011

Teller/Customer Service Representative (HEART Trainee) Company Name - City , State

- Providing assistance as needed to the branch which equals to getting the operation of the branch up to date. Duties:
- Acted as a Customer Service Representative (CSR)/Teller by opening accounts and processing transaction for members
- Assisted members in using the facilities that the branch offers, also providing information on the different types of products and services that the Society offered and also of the members of the group
- Batched teller transaction vouchers daily
- Prepared utility payment vouchers for dispatch within the turnaround time which is set by the Society
- Filed and prepared loans vouchers for dispatch daily
- Prepared daily listings for the content of the Cash Deposit Box
- Assisted with the filing of documents such as application cards, payroll listing, letters from internal and external members etc.
- Assisted with the registration of our members on the concierge queue
- Assisted with the retrieval and faxing of signature cards and other documents as requested
- Prepared letters to customers and suppliers as directed

Education

2019

BSc : Human Resource Management University College of the Caribbean - City Jamaica

Human Resource Management (Pending)

2009

Select One : General St. Jago High School - City , State , Jamaica

7 CSEC (CXC) Subjects

Professional Affiliations

The Jamaica National Building Society - Teller/Customer Service Representative

Skills

Human Resource Management, Basis, Benefit Plans, Benefits, Claims, Contracts, Databases, Documentation, File, Hr, Increase, Induction, Packaging, Recruiting, Recruitment, Security, Accounts And, Cash, Csr, Customer Service, Customer Service Representative, Dispatch, Faxing, Filing, Loans, Payroll, Receptionist, Retail Sales, Vouchers, Confident, Excel, Microsoft Word, Presentation Skills, Proactive, Self Motivated, Telephone, Word