**Heading 1.**)  Employee Care Specialist – This position is the first point of contact for human resource (HR) service teams. The work focuses on functional and technical support for managers and employees with prompt and accurate resolutions. Areas of support will include manager self-service education, payroll, employee data, learning, new hire onboarding, performance management, timekeeping, performance management processes, and benefit inquiries. Understanding a strategic approach is essential to the success of the organization. Experience has shown that the five-step approach to creating a comprehensive compensation plan produces the best long-term dividends. The areas include taking inventory, analyzing base compensation, examining incentives, scrutinizing health benefits, and reassessing retirement benefits (Dinkin, E., 2009).

**Heading 2.)**This role is designed to solve (HR) questions and concerns. Scope of support would include benefits, timekeeping, payroll, and HR policies. There will also be levels of troubleshooting around technical support and referring employees to the correct department. The role will also  
include promptly working with supervisors and managers around escalated issues. As an HR representative, maintaining education with processes, programs, technology, and policies to handle HR issues effectively. Record keeping and documenting using an internal portal that houses HR service information. Secondary tasks will include supporting team initiatives, fabricating an inclusive environment that targets customer resolution, and minimizing customer issues.

**Heading 3.)**Completing a full job analysis involves content and duties and requirements to complete the job, also known as knowledge, skills, abilities, and other characteristics (KSAOs). It is utilized to achieve organizational objectives (Weathington, 2020).  
KSAO:  
-Bachelor's degree preferred  
-License or certification, PHR or CPP Preferred  
-1-2 years of experience in the HR environment, or vital Call Center/Customer Service background  
-Knowledge of Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, SharePoint, OneNote)  
-Attention to detail, robust research analysis, and sophisticated problem-solving skills  
-Adequate comprehension, listening, interpersonal, and communication skills  
-Well-spoken and written communication skills to interact effectively with all levels of employees  
-Ability to navigate multiple online systems to provide accurate information and to determine issue resolution

-Ability to rely on experience, independent thinking, and judgment to plan and accomplish  
goals  
-Proven documentation skills and writing skills  
-Strong organizational skills with the ability to capture, prioritize and respond to multiple priorities while providing employees with direction on questions and technical issues, user and HR policy, and procedural questions issues  
-Adapt quickly and efficiently to change  
-Understanding of HR Service Center, basic payroll processes and legislation, benefits processes, and cross-functional business processes

-Knowledge of HR applications, including ADP, Kenexa, Workday, Cornerstone, Remedy Care ticketing systems, and various vendor sites

Dinkin, E. (2009, May 1). 5-point plan; Five steps to developing a long-term total compensation plan. Employee Benefit News, 23(6). Retrieved from EBSCOhost database  
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5\_5149.  
Weathington, B. L. & Weathington, J. G. (2020). Compensation and benefits: Aligning rewards with strategy, updated edition. Zovio.