

# HR Services Supervisor

**Department:** Human Capital & Talent

**Organizational Relationship:** Reports to the Global HR Services Manager

**FLSA Status:** Exempt

**Last Updated:** May 29, 2024

## General Summary:

The HR Services Supervisor oversees the overall services delivery of the HR Services team, ensuring the team responds to all incoming requests in a timely manner while maintaining a high level of customer service. The supervisor trains/develops the HR Services team and ensures all tasks are assigned and divided appropriately. This role is responsible for ensuring the department meets regular administrative deadlines, such as payroll and compliance requirements, and completes all the necessary stages of the employee lifecycle, including but not limited to onboarding, integration and departure processes.

## Essential Duties and Responsibilities:

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Monitors the team’s daily activities to ensure compliance with standard operating procedures while providing an elevated customer service experience by coordinating and assigning tasks, handling all day-to-day inquiries and administrative duties for the department, ensuring timely execution of requests, addressing challenging cases and escalating to the leadership team as needed
2. Oversees the professional development of team members by identifying opportunities to build competencies and facilitate career progression; provides mentorship to Senior Specialists guiding them through intricate projects and enquiries, ensuring both growth and engagement; generates performance evaluations and recommends salary increases, working with Human Capital & Talent to recruit, hire, train, coach, and manage the performance of employees.
3. Prepares team for annual recurring projects (i.e., summer/fall associates onboarding/offboarding, mid-year and year-end compensation cycles) by scheduling and communicating deadlines, providing clear instructions, following up with team members and examining checklists to ensure completeness
4. Partners with cross-functional teams through regularly scheduled meetings to continuously refine and optimize reporting platforms, dashboards, and requirements; identifies areas of inefficiencies and provide suggestions on process improvements; liaises with functions across the firm to ensure expected service levels are being met, and explores opportunities to enhance support; promotes the team’s capabilities and services as needed

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5. Acts as subject matter leader for data and customer insights, building partnerships with other teams to help facilitate effective decision making
6. Oversees the support of all HR Services requests, assists with resolutions of complex matters, and escalating queries appropriately within the department; detects inefficiencies in processes across different firm platforms and proposes actionable solutions for implementation
7. Analyzes ticketing system management reports, such as weekly team statistics chart and local offices' quarterly reports, to identify areas for improvement
8. Examines problems arising from escalated issues at the local level, inform the team member of the mistake, and offer appropriate guidance/process for future actions
9. Convey reminders, tips and changes in processes through Weekly Updates and bi-weekly team meetings
10. Reviews sensitive audits (i.e., compensation reports, pay rate change) and implements necessary system adjustments to avert adverse downstream effects
11. Maintains and develops strong working relationships with all stakeholders and relevant departments across the firm
12. Provides additional support as required under the direction of Human Resources Leadership, which may include drafting correspondence and memos or other administrative processes as assigned
13. Completes special projects regarding various matters as directed by Human Resources Leadership
14. Promotes effective work practices, works as a team member, and shows respect for co-workers

## Position Specifications

### *Education*

- Bachelor's degree or equivalent required; focus in a Human Resources related field preferred
- Four years' experience may be considered in lieu of a degree

### *Work Experience*

- A minimum of four years' Human Resources experience required

### *Knowledge, Skills & Abilities*

- Comprehensive knowledge of Human Resources functions
- Well-developed and professional interpersonal skills; ability to interact effectively with people at all organizational levels of the firm
- Ability to work in a team environment with a customer-service focus
- Ability to problem solve and coach others on problem solving
- Strong communication skills, both written and verbal
- Ability to handle confidential and sensitive information with the appropriate discretion

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- Organizational skills needed to manage time well, prioritize effectively, and handle multiple deadlines
- Knowledge and proficiency in PC applications, including MS Office.
- HRIS experience, preferably PeopleSoft and Kronos Timekeeper (desirable)

## *Physical Demands*

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

## *Working Conditions*

All Latham & Watkins positions are in a typical indoor office environment.

The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.