Supervisor, Shared Services
Austin Community College

Job Title	Supervisor, Shared Services
Department	Human Resources
Institution	Austin Community College
	Austin, Texas
Date Posted	Dec. 18, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Human Resources
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Job Description	

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Job Posting Closing Times: Job postings are removed from advertising at **12:00 A.M.** on the closing date e.g., at midnight on the day before the closing date.

If you are a current Austin Community College employee, please click this link to apply through your Workday account.

Austin Community College is a public two-year institution that serves a multicultural population of approximately 41,000 credit students each Fall and Spring semester. We embrace our identity as a community college, as reflected in our mission statement. We promote student success and community development by providing affordable access, through traditional and distance learning modes, to higher education and workforce training, including appropriate applied baccalaureate degrees, in our service area.

As a community college committed to our mission, we seek to recruit and retain a workforce that:

- Values intellectual curiosity and innovative teaching
- Is attracted by the college's mission to promote equitable access to educational opportunities
- Cares about student success and collaborates on strategies to facilitate success for populations including; first generation college students, low-income students, and students from underserved communities.
- Focused on student academic achievement and postgraduate outcomes
- Welcomes difference and models respectful interaction with others
- Engages with the community both within and outside of ACC

Job Posting Title:
Supervisor, Shared Services

Job Description Summary:
The Shared Services Supervisor leads a team that provides efficient and consistent HR support services, including recruit-to-hire operations, general HR inquiries, and administrative tasks. Reporting to the HR Shared Services Manager, this role ensures operational excellence, compliance with ACC policies and applicable laws, and a strong focus on customer service and the value of "Yes!". The Supervisor is responsible for managing the customer service ticketing system, ensuring timely resolution of HR inquiries and requests, and fostering a culture of collaboration and continuous improvement.

Job Description:

Key Responsibilities

Team Leadership and Support

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- Supervise Shared Services staff and provide training, guidance, and performance evaluations to ensure a high level of service.
- Monitor and balance team workloads, ensuring operational priorities are met effectively and efficiently.
- Foster cross-training within the team to enhance flexibility and operational coverage.
- Act as the first point of escalation for operational issues and employee concerns within the team.
- Serve as a member of the Extended Leadership Team to align Shared Services initiatives with broader HR and organizational goals.

Service Delivery and Operations

- Oversee the recruit-to-hire process, including job postings, interview coordination, and onboarding, while ensuring accuracy and timeliness.
- Manage the intake and routing of HR requests through the customer service ticketing system, ensuring inquiries are addressed efficiently and in alignment with service-level expectations.
- Maintain and enforce consistent documentation of processes and policies to support operational continuity and compliance.
- Use HR systems, including Workday, to maintain accurate records and generate reports to support team and department operations.

Customer Service Ticketing System Management

- Monitor and manage the customer service ticketing system to track and prioritize HR inquiries and requests.
- Ensure tickets are assigned, resolved, and closed in a timely manner, meeting service-level agreements.
- Analyze ticket data to identify trends, recurring issues, and areas for process improvement.
- Provide regular updates to the HR Shared Services Manager on ticketing system performance, metrics, and opportunities for enhanced service delivery.
- Train team members on the effective use of the ticketing system to ensure consistent and professional communication with employees.

Compliance and Process Integrity

- Ensure HR processes comply with College policies and applicable federal, state, and local regulations.
- Conduct routine audits of team activities to verify accuracy, consistency, and adherence to guidelines.
- Monitor and ensure the accuracy of HR data entry and maintenance across all systems, identifying and resolving discrepancies promptly.
- Develop, implement, and manage tracking systems for data integrity, ensuring compliance with College policies and standards.
- Identify opportunities to improve processes and recommend updates to the HR Shared Services Manager.
- Maintain confidentiality and professionalism in all employee interactions and record-keeping practices.

Collaboration and Stakeholder Engagement

- Work collaboratively with the Total Rewards Supervisor and other HR functions to provide integrated HR support across the College.
- Partner with other HR teams and College departments to resolve escalated issues and ensure seamless service delivery.
- Support training efforts by assisting with the delivery of information on HR processes and tools to employees and managers.
- Actively contribute to cross-departmental initiatives to improve the employee experience and operational effectiveness.

Metrics and Reporting

- Monitor and analyze team performance metrics, including response times, ticket resolution rates, and service quality, to identify opportunities for improvement.
- Prepare performance summaries and operational reports for the HR Shared Services Manager to support data-driven decision-making.

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- Performs other related duties as assigned to support departmental and organizational goals.

Knowledge

- Comprehensive understanding of HR support operations, including recruit-to-hire processes, customer service systems, and administrative services.
- Familiarity with federal and state employment laws and regulations as they relate to HR operations.
- Knowledge of HRIS platforms (preferably Workday) and reporting tools for managing employee data and operations.
- Expertise in using and managing customer service ticketing systems.

Skills

- Strong leadership and team management skills, with a focus on service-oriented practices.
- Organizational and time-management skills to oversee multiple tasks and priorities effectively.
- Analytical skills to assess ticketing system data and team performance metrics for process improvement.
- Advanced communication and interpersonal skills to build relationships and address challenges effectively.

Abilities

- Collaborate effectively within a matrixed HR structure to ensure cohesive service delivery.
- Adapt to changes in organizational needs, processes, and technology.
- Uphold confidentiality and professionalism when handling sensitive information.
- Lead a team to consistently deliver high-quality service in a fast-paced environment.

Required Work Experience

- Three years of experience in HR operations or a related field.

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- One year of experience in a supervisory or team leadership role.
- Completion of the ACC Supervisor Certificate Program will satisfy the supervisory experience required for this position.

Preferred Work Experience

- Experience managing customer service centers and ticketing systems.
- Experience in higher education HR or public sector HR operations.
- Familiarity with shared services models in HR.

Required Education

- Bachelor's degree in Human Resources, Business Administration, or a related field.
- Equivalent work experience may substitute for education on a year-for-year basis.

Preferred Education

- Professional certification in HR (e.g., SHRM-CP, SHRM-SCP).

Technology Skills

- Proficiency in Workday or similar HRIS platforms for managing employee data and generating reports.
- Expertise in using customer service ticketing systems to track, manage, and resolve employee inquiries.
- Familiarity with data analytics tools to track and analyze service metrics.

Physical Requirements

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- Work is performed in a standard office environment.
- Ability to travel and lift objects weighing up to 10 pounds.

Safety

- Promote a safe workplace culture and ensure team members receive appropriate safety training.

Salary

$75,560 - $94,449

Number of Openings:
1

Job Posting Close Date:
December 26, 2024

Clery Act

As required by the US Department of Education, employees are required to report violations under Title IX and, under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act), select individuals are required to report crimes. If this position is identified as a Campus Security Authority (Clery Act), you will be notified, trained, and provided resources for reporting.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC at its discretion to enable individuals with disabilities to perform essential functions of the job.

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To apply, please visit: https://austincc.wd1.myworkdayjobs.com/en-US/External/job/Highland-Campus/Supervisor--Shared-Services_R-7080

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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