

HRIS & HR Service Center Career Ladder Matrix

	HRIS Family		HR Service Center Family		
Job Title	HRIS Specialist	HRIS Systems Analyst	HR Records Clerk	HR Onboarding Specialist	Lead, HR Svc Ctr Data Group
Job Code	MB052	MB0288	MS0059	MB0409	MB0411
Pay Grade	43	44	13	41	42
Position Summary	Under the general direction of the Manager of HR Systems or designee, the HRIS Systems Specialist plans, organizes, administers, and directs HR systems and functions with active participation in application support; including the analysis of user needs, system enhancements, upgrades, problem resolution, adapting existing applications/databases to new technology and report writing.	Under the general direction of the Manager of HR Systems or designee, the HRIS Systems Analyst plans, organizes, administers, and directs HR systems and functions with active participation in application support; including the analysis of user needs, system enhancements, upgrades, problem resolution, adapting existing applications/databases to new technology and report writing.	This role is responsible for the maintenance and organization of HR records and files pertaining to any employee information.	This role is responsible for the coordination and completion of all aspects of the HR onboarding process for new hires, promotions, transfers etc. within the University of Massachusetts Medical School (UMMS). The Onboarding Specialist is responsible for understanding and effectively interpreting and applying the UMMS hiring policies and procedures, ensuring that all required clearances are completed and accurately documented within the HR guidelines. The Onboarding Specialist will ensure that no individual commences their employment/engagement with UMMS unless each process step has been satisfactorily completed as per HR Policy. The Onboarding Specialist will act proactively to complete the entire onboarding process prior to the anticipated start date collaborating with the Immigration Services Office (ISO), GME and special programs when necessary.	This role is responsible for performing a variety of confidential and complex employee data entry and auditing duties to support the successful operation of the Peoplesoft application for day-to-day changes, terminations, extensions and supervisor changes. Maintain the HR record keeping systems. Lead all data entry training for users of the HR Direct application. Serves as the subject matter expert for all HR Direct data entry related processes.
Essential Functions /Scope	<ul style="list-style-type: none"> *Develop reports *Design and develop database templates *Responsible for training of HR and Payroll staff *Compile data reports *Grant role access *Act as Project leader for all HR System upgrades. *Daily operational support for PeopleSoft, Summit and other HR Systems *Participate in new projects through business process design, testing and implementation *Support HR staff for system issues *PeopleSoft Data custodian for Worcester campus, assigning security *Support of HR system issues *Ensure quality control through testing and debugging software for accuracy, completeness and system integrity *Provide liaison support between functional end users, and local IT. Assist in the development of functional specifications that articulate clearly and completely deliverables consistent with user expectations and vendor/third party needs 	<ul style="list-style-type: none"> *Daily operational support, as needed, for ADP, EPAF and PeopleSoft modules *Participate in new projects through business process design, testing and implementation *HEAT ticket administrator for HR system issues *Provide liaison support between functional end users, ADP and local IS. Assist in the development of functional specifications that articulate clearly and completely deliverables consistent with user expectations and vendor/third party needs 	<ul style="list-style-type: none"> *Maintains confidentiality relating to all Human Resource information *Maintains all records and files in an organized, retrievable system with all materials properly labeled and arranged *Assembles records and files in proper sequence *Participates fully in all site-based performance improvement activities in accordance with job responsibilities *Promotes effective working relations as part of the department/unit team facilitate the departments/units ability to meet its goals and objectives *Responsible for copying employee records for approved requestors 	<ul style="list-style-type: none"> *Serve as primary contact for the onboarding process for new hires, volunteers and learners, etc. from offer/engagement acceptance through orientation to include the accurate completion of all required paperwork, other documentation and onboarding process steps *Respond to various requests regarding onboarding procedures and UMMS HR policies from new hires, managers, internal customers, contingent workers, contractors, etc. *Conduct pre-employment verifications to such as Employee Health, OIG, and other screenings *Responsible for accurate and timely data entry of new hire/engagement, etc. information into the PeopleSoft System to ensure timely activation within required systems such as IT, Payroll and other UMMS systems *Ensure accurate completion of I-9 documents on orientation day *Responsible for self-auditing own data entry and employee files for accuracy and required documentation *Deliver an excellent customer service experience by facilitating a welcoming and seamless onboarding experience Perform data entry for other HR transactions Audit all types of employee data entered into PeopleSoft and other HR data systems for accuracy and compliance 	<ul style="list-style-type: none"> *Deactivate inactive employees from all HR systems *Enter employee updates, promotions and transfers in HR systems *Process resignations and terminations through the HR systems *Analyze and interpret employee emails and requests to determine required actions *Identify, research and resolve data issues that might occur during end user support and/or data entry. *Serve as the point of contact for departments that require data changes and an understanding of current data processes *Routinely audit Peoplesoft information entered into the HR systems by HR Service Center staff members including new hire information, terminations and supervisor changes, etc. *Communicate with employees and managers through all channels including email, phone calls and physical meetings while providing accurate and timely responses *Track all activities in the HR Call Tracking system accurately and consistently *Proactively identify and participate in initiatives designed to improve overall service delivery and customer satisfaction *Responsible for all data entry training for any and all resources who are required to perform any of these tasks *Responsible for some maintenance of HR Direct tables as requested by HRIS or Finance *Acts as 'lead' for any HR or HRIS project that require in-depth data knowledge and/or scheduling of the necessary data entry resources
Required Qualifications	<p>Bachelor's degree</p> <p>1-3 years of related experience</p> <p>Knowledge of PeopleSoft and query writing</p> <p>Conceptual and analytical skills to develop solutions and recommendations</p> <p>Intermediate to advanced knowledge of Excel as well as other Microsoft products</p>	<p>Bachelor's degree in Business Administration, or equivalent experience</p> <p>3-5 years of related experience</p> <p>Knowledge of PeopleSoft and query writing</p> <p>Conceptual and analytical skills to develop solutions and recommendations</p> <p>Intermediate to advanced knowledge of Excel as well as other Microsoft products</p>	<p>High School graduate or equivalent</p> <p>6 Months of office experience</p> <p>Understand the confidential requirement associated with this position</p>	<p>Bachelor's Degree in human resources / related field; or equivalent</p> <p>1-3 years of onboarding/HR related experience</p> <p>Must be able to work in a structured, process driven environment that demands high quality standards</p> <p>Demonstrated service delivery experience to include direct engagement with internal and external customers</p> <p>Ability to meet multiple deadlines and identify/solve problems creatively; good analytical thinking skills</p>	<p>Bachelor's degree in Human Resources, a related discipline, or equivalent experience</p> <p>5 years of data entry into an HR management system</p> <p>Excellent customer service skills</p> <p>Proven experience prioritizing responsibilities and handling several tasks at one time</p> <p>Attention to detail and strong focus on accuracy of work.</p>
FLSA Status	Exempt	Exempt	Non-Exempt	Exempt	Exempt
Promotional Process	Requisition	Requisition or In-family Promotion from HRIS Specialist	Requisition	Requisition	Requisition or In-family Promotion from HR Onboarding Specialist