



INSPIRA HEALTH NETWORK
POSITION DESCRIPTION

<u>Employee Name</u>	<u>Position/Title</u>
	Business Partner Representative

OUR MISSION: To provide high quality health services that improve the lives of all we serve

MAJOR FUNCTION: To provide HR customer service and support HR initiatives that continuously Improves the quality of work life at INSPIRA HEALTH NETWORK. Must be detail oriented and able to handle multiple priorities at once. Strong communication skills required and ability to interpret and communicate policies and practices. Strong computer skills required.

QUALIFICATION:

A. Education: High School Graduate or equivalent. Associates degree or higher preferred.

B. Experience: Previous customer service experience required. Previous experience with HR related functions desired.

C. Certification/Licensure: N/A

D. Physical Requirements: Sit and stand for long periods of time in same location. May be a need to stoop regularly or move/lift light material/equipment (typically <10 lbs.). Must have good finger dexterity.

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Inspira Health Network Position Description – HR Client Services Representative

Essential job responsibilities are identified by an *

1. *Provides safe environment of care

- Follow INSPIRA HEALTH NETWORK safety policies and procedures
- Minimizes security risks for self, coworkers, patients and visitors
- Follows INSPIRA HEALTH NETWORK plan for hazardous materials
- Follows INSPIRA HEALTH NETWORK procedure in event of emergency/disaster
- Follows INSPIRA HEALTH NETWORK Life Safety - role in fire drills/response to fire
- Safely and effectively utilizes equipment required to perform the job
- Follows INSPIRA HEALTH NETWORK policy in event of utility failure

2. *Reduces risk of nosocomial infections in patients, employees and visitors.

- Follows INSPIRA HEALTH NETWORK policies and procedures for control of infections

3. *Interacts with patients, visitors, staff and outside agencies in professional manner

- With patient satisfaction being our health system's number one goal, all of us must become aware of the impact our attitude has not only upon our overall performance but also how the patients perceive us.
- Displays calm, courteous, tactful manner at all times
- Offers assistance to visitors
- Displays understanding and warmth to patients/families
- Seeks input from customers regarding expectations/needs

4. *Contributes to Improving Organizational Performance Activities

- Participates actively on a unit-based or hospital team, as assigned
- Recognizes change is on-going and is open to new approaches

5. *Promotes positive working relationships among supervisor, staff, and other departments

- Takes initiative to resolve interpersonal conflicts independently
- Uses effective, assertive communication skills
- Assists with orientation and on-the-job training of new employees
- Demonstrates willingness to assume additional tasks
- Assists others in department as time and skills permit
- Keeps superior/manager informed of status of activities, problems and new initiatives

6. *Interacts with all other departments to achieve hospital mission

- Provides requested information within a mutually agreed time frame
- Seeks input from internal customers regarding expectations and needs

7. *Maintains strict confidentiality at all times as per Confidentiality Statement

- Discusses patient/employee information in private area, only with those who need to know
- Disposes of documents appropriately, shreds patient and other confidential documents
- Keeps files secure
- Provides information only with patient/employee authorization
- Obtains name and phone number to call back to confirm caller when called for information

8. *Identifies problems and develops recommendation for resolution

- Implements appropriate action as prepared by training/education/experience
- Refers issues unable to resolve to supervisors, others as designated
 - Follows chain of command

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9. *Demonstrates ability to organize and prioritize tasks

- Completes work assignment on time as directed by hospital policy/supervisor 95% of time
- Identifies priorities and develops work plan accordingly to achieve maximum productivity, efficiency 95% of time and
adapts plan as necessary with changes in work load
- Seeks input from supervisor and re-negotiates deadline when unable to meet deadlines
- Remains flexible and open to changes in work assignment and schedule
- Assesses work situation, considers various alternatives and chooses appropriate course of action, demonstrating professional competency, analytical ability, good communication skills.

10. *Assumes personal responsibility for ongoing professional growth and development

- Accepts responsibility for own actions
- Meets goals identified in performance evaluation
- Attends all mandatory inservices as per INSPIRA HEALTH NETWORK policy
- Attends a minimum of one job specific inservice or continuing education program annually
- Attends minimum of one outside professional education program annually as available
- Maintains licensure/certification as mandated by INSPIRA HEALTH NETWORK policy
- Reviews current literature in field

11. *Participates in department planning activities, as requested

- Actively gives input/makes suggestions for improvement
- Evaluates relevant data
- Considers alternatives in objective manner
- Attends a minimum of 50 percent of department staff meetings; reviews and signs minutes of meetings missed

12. *Participates in hospital committees, as assigned

- Actively supports goals, provides information, and recommendations
- Follows through with assignments in time specified

13. *Adheres to INSPIRA HEALTH NETWORK personnel policies

- Complies with INSPIRA HEALTH NETWORK policy on attendance and lateness
- Reports to work as assigned according to scheduling guidelines
- Appearance is professional and complies to INSPIRA HEALTH NETWORK dress code
- Wears ID badge at all times
- No more than six occurrences (on separate days) of Kronos
- Timekeeper missed punches annually

14. *Maintains clear and orderly work area

- Maintains and operates assigned equipment according to manufacturers instruction
- Removes unnecessary paper/supplies
- Reorders supplies as needed
- Practices cost-effective use of equipment, supplies and other resources

Additional comments:

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JOB SPECIFIC DUTIES

15. *Office Management

Ensures that forms, supplies and other resources are available for employees and HR staff.
Ensures that employee records are managed and kept in an organized manner and in accordance with departmental procedures.

16.*Tracking

Supports HR Business Partners by reviewing various HR related reports and follows up with appropriate action.
Example: LOA reports, license reports, etc.

17. *Customer Service

Interacts with department customers in a friendly helpful manner.
Provides appropriate service and guidance.

18. *Processing

Coordinates the flow of HR and payroll related paperwork. Ensures that transactions are completed accurately and processes are followed properly.

19. *Supports campus programs and activities

Provides support for campus activities related to employee recognition and employee communication.

19. *Administrative

Provides clerical support to Business Partners. / Client Services including Department Director and AVP

20. *Teamwork

Works collaboratively with Business Partners and other HR team members to support HR initiatives and activities

The above job description is not to be construed as a complete listing of the assignments that may be given to any employee, nor are such assignments restricted to those precisely listed in the description.

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