JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Transactions Center Representative

Job Code: 7558

Salary Grade: S07

FLSA Status: Non-Exempt

Job Family: Office/ Clerical

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Performs transactions processing duties , documentation management, records requests, and technical support.

- Provides responsive and accurate transaction and data processing for a broad range of personnel transactions, ensuring accuracy and completeness of data and compliance with university policies, procedures, and guidelines.
- Confirms completion of background check and job requisition steps.
- Receives, reviews, and processes all relevant source data documentation pertaining to hiring, termination, employee status changes, and job changes for entry into the university's HR information system (HRIS).
- Provides technical support and process navigation assistance to department representatives pertaining to the processing of personnel transactions and the completion of new employee paperwork.
- Updates employee and transaction data as requested by department representatives.
- Works with client departments to resolve policy-related, process-related, or procedural problems and/or inquiries pertaining to personnel changes.
- Works with new employees and departments so that they provide accurate and federally compliant paperwork at the time of hire.
- May include coordination with new employees outside Oklahoma and outside the United States.
- Processes, monitors, and reviews incoming and outgoing documentation for completeness, accuracy, and compliance with established policies and procedures and applicable state and federal regulations, including federal I-9 compliance.
- Ensures all supporting documentation pertaining to hires and personnel actions is stored accurately in the electronic and paper personnel files.
- Confirms accuracy and integrity of data entered; maintains data in HRIS systems and databases and assures updated information is available on a timely basis.
- Runs and/or monitors error reports. Takes action to correct/resolve errors in the HRIS.
- Completes Open Records requests, employment verifications, and income verifications.
- Participates in testing, trouble shooting and problem resolution in the development and maintenance of human resources data bases, enterprise resource planning systems, and manual/electronic filing systems on an as needed basis.
- Coordinates the resolution of and/or referral of specific policy-related, procedural problems and inquiries to the appropriate party.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Required: High School Diploma or GED.

Experience:

Required: 12 months office or clerical experience.

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Proficient in Microsoft Office (Word, Excel, Outlook, Teams, Lists)
- Detail oriented for accuracy of data and information
- Strong customer service orientation
- Ability to interact with a diverse customer base, including students, hiring managers and the general public
- Ability to communicate effectively verbally and in writing
- Highly organized and ability to handle multiple projects and deadlines
- Ability to build rapport with students, faculty and staff
- Ability to move between multiple tasks quickly and complete work within deadlines
- Intermediate computer skills

- Ability to problem solve and think critically related to processes and data accuracy
- Ability to navigate electronic and paper-based systems

Working Conditions

Physical:
Sit for prolonged periods. Communicate effectively. Engage in repetive mti on. Lift up to 30 lbs. Stand, reach, and stoop.

Environmental:
Standard Office Envronment

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