JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

HR Transactions Center Supervisor

Job Code: 8345

Salary Grade: S10

FLSA Status: Exempt

Job Family: Human Resources

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

Provides operational leadership and workflow oversight for the university's centralized personnel-transaction and records unit, supervising a team that operates across multiple campus locations. The Supervisor uses live production data to balance workload across sites and keep transactions moving without regional silos. This role ensures that electronic personnel actions, federal work-eligibility processes, and official personnel records are handled accurately, on time, and in compliance with university policy and applicable law. The Supervisor also builds a cross-trained team, maintains consistent procedures across sites, and serves as the senior resource for complex processing issues. Escalates non-standard policy and compliance matters to the Deputy CHRO.

- Monitor real-time production queues across all campus sites and redeploy staff to relieve bottlenecks and balance workload.
- Supervise, coach, and evaluate a distributed team of Transaction Center Representatives.
- Establish and enforce service-level agreements so transactions clear before payroll and compliance deadlines.
- Serve as the senior resource for complex processing errors, data discrepancies, and routing issues.
- Build and maintain a cross-trained team so no single individual is a point of failure.
- Develop and maintain standard operating procedures so work is processed consistently across all locations.
- Ensure electronic personnel actions (ePAFs) are processed in compliance with university policy and state and federal law.
- Oversee federal work-eligibility processes (Form I-9 and E-Verify), ensuring verifications occur within required timeframes.
- Maintain the integrity, indexing, and security of official electronic personnel records.

Minimum Requirements

Education:

- Bachelor's degree in Human Resources, Business Administration, Management Information Systems, or a related field

Equivalency/Substitution: Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree

Experience:

- Required: 3 years of experience in operations, records management, or high-volume transactional data entry including at least 2 years of direct supervisory, team lead, or project coordinator experience.

Required Certifications or Licenses:

- None

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

Knowledge, Skills, and Abilities

- Hands-on experience with an HRMS/HCM workflow system (e.g., PeopleSoft/Banner, Applicant Tracking, ePAF frameworks).
- Familiarity with document imaging/archiving platforms (e.g., OnBase, Perceptive Content).
- Working knowledge of federal I-9 and E-Verify systems.
- Ability to interpret real-time operational data and rapidly adjust staffing to changing workload demands.
- Ability to influence employees and stakeholders through effective communication, collaboration, and relationship-building.
- Ability to lead and coordinate teams across multiple locations while maintaining consistent communication, priorities, and performance expectation

Working Conditions

- Sitting for prolonged periods. Speaking and listening. Manual dexterity and engage in repetitive motion.

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