

SESSION AT A GLANCE

COURSE NAME

The Role of the HR Coordinator and Administrator

FACILITATION

Lila Asante-Appiah and Les Nolan, Organization & Employee Development

COURSE LENGTH: 2.5 HOURS

COURSE DESCRIPTION

This course will introduce the *HR Transaction Support* series by describing the role of Administrators and Coordinators and how they fit in WSU's Client Services division. Participants will review the areas in which they can best contribute to achieve success as they serve both their team members and colleagues within their S/C/D's and will highlight areas of personal strength and opportunity in a personal development plan.

LEARNING OBJECTIVES

As a result of this module, **Coordinators and Administrators** will be able to:

- Understand the WSU Client Services mission, vision and strategic direction and how their role fits within the organization
- Identify knowledge, skills, abilities and values that will contribute to the success of this position
- Demonstrate effective customer service and client partnership behaviors
- Develop a personal learning plan to guide areas of emphasis within the *HR Transaction Support* curriculum experience and foster opportunities for continued cohort collaboration

PREREQUISITES

Prior to this module, it is also recommended participants complete:

- Accelerate eCourse: [Excellence in Internal Customer Service: Productivity and Growth through Internal Customer Service](#) (ID: CUST0141) (approximately 1-1/2 hours). It may be helpful to print the American Airlines case study job aid and Qualities for Internal Customer Service Excellence job aid to reference during the on-line course.