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U.S. Army Human Resources Command inaugurates new toll-free number

Fort Knox, Ky. — Soldiers and other customers will be able to contact the U.S. Army Human Resources Command much more easily now that HRC has a new, memorable toll-free number: 1-888-ARMYHRC (1-888-276-9472).

Customers using the Defense Switched Network should use DSN 983-9500.

The telephone number connects to the Human Resources Contact Center. The HRCC serves as the primary entry point into the U.S. Army Human Resources Command for military-related HR inquiries.

Customers who prefer electronic mail may contact the HRCC at askhrc.army@us.army.mil

HRCC employees assist HR professionals, Soldiers, veterans, family members, and civilians who contact the command via telephone, e-mail, fax, postal mail, or in person through the Human Resources Center of Excellence Welcome Center. The HRCC is committed to providing outstanding customer service using a multi-tier process to receive and resolve all inquiries in a timely manner.

The HRCC is open for business Monday through Friday from 7 a.m. to 7 p.m. Eastern time. These hours ensure that representatives answer calls during a portion of operating hours around the world. The HRCC also provides 24-hour e-mail access. In the coming months, the HRCC will complete its new web site, which will provide access to and search capability of an extensive HR Knowledge Base. It will give HRC customers and HR professionals around the world the ability to get answers to most of the commonly asked questions that come into the command 24 hours a day.

For more information about U.S. Army Human Resources Command, visit: www.hrc.army.mil

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