

POSITION DESCRIPTION

Position: Human Resources Generalist
Program: Administration
Reports to: Human Resources Director

Status: Non-Exempt
Date Prepared: 08/2016 rev 4/2017

POSITION SUMMARY:

The Human Resources Generalist is responsible for assisting the Human Resources Director in all employment, employee relations, benefits and compensation related matters, and in the general management of the organization. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards. The Generalist coordinates program requirements with other operational areas and will assist the Human Resources Director in directing management in meeting the requirements of State and Federal law as it applies to employment.

OBJECTIVES/ACTIVITIES:

- A. Assist in the maintenance of all personnel and benefits policies in up-to-date and accurate format in compliance with State and Federal regulations.
1. Assist in the development, implementation and monitoring of all approved agency personnel policies and procedures.
 2. Maintain compliance with all state and federal laws on employment practices.
 3. Assist Program Directors in the development of employee performance goals that are in line with organization's mission and program's goals.
 4. Conduct compensation/benefits benchmarking and develop salary guidelines in line with industry standards.
 5. Assist in the development of job classifications and job descriptions including clear goals and objectives.
 6. Responsible for the effective operation of the Injury & Illness Prevention Plan and lead the Safety Committee in monthly meetings.
 7. Assist with the development and maintenance of annual employee performance evaluation system.
 8. Coordinate meetings with newly benefit-eligible employees monthly.
 9. Assist with the selection of employee insurance benefits and administration of the annual open enrollment.
 10. Assist with questions regarding the retirement savings plan.
 11. Input all employee data and monitor salary, benefit, and position changes for all employees.
 12. Assist in the coordination of new employee orientation meetings in Sacramento, Oakland and/or Reno.
 13. Coordinate all Human Resources training including sexual harassment, assault responsiveness, cultural sensitivity, and safety training (SB 198).
 14. Coordinate professional development training opportunities.
 15. Coordinate compliance with all EEOC, ADA, COBRA and HIPPA requirements.
 16. Coordinate hiring process including recruitment, new hire documentation and criminal background clearance, orientation, and training.

17. Provide technical assistance to Program Directors to resolve personnel issues.
 18. Coordinate employment termination process including employee notifications, COBRA requirements, exit interviewing, and proper documentation.
 19. Serve as representative for legal interactions as needed as they relate to labor and benefits related issues.
 20. Coordinate and process all workers' compensation claims.
 21. Complete accident site investigations in coordination to the IIPP.
 22. Assist with the maintenance of employee handbook and update annually or as needed.
 23. Assist with the organization of all annual employee events.
- B. Assist with the Human Resources workload to achieve established objectives of the department.
1. Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
 2. Identify resources necessary to attain performance standards.
 3. Assist with the development of staffing schedules in order to accomplish program objectives.
 4. Maintain ongoing employee contact to assure that employee performance is in line with client needs. This includes regular communication with employees, service providers and external county/state/city program representatives.
 5. Direct available resources as needed.
 6. Assist with daily workloads, if necessary.
- C. Oversee training, development and motivation of staff.
1. Lead in the recruitment, interviewing and recommending in the hiring of qualified employees for the organization.
 2. Assist with the establishment of goals and objectives for staff and evaluate achievements of established goals.
 3. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
 4. Identify appropriate ongoing training for existing staff.
 5. Conduct ongoing performance reviews and recommend salary adjustments for staff.
 6. Provide corrective action for employee performance improvement when necessary.
 7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
- D. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend all mandatory training as assigned.
 3. Schedule and attend all meetings as required.

- E. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.
1. Assist the Human Resources Director in informing senior management of the status of potential workflow problems, allowing management to assist with workflow needs to meet program objectives and project future staffing needs.
 2. Communicate new and established procedures and company policies to the supervisors and staff and insure proper implementation.
 3. Assist the organization's management team by providing information and support for the development of quality operations as necessary.
 4. Maintain a professional working relationship with all employees.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelors Degree in Human Resources, business communications, or related field with a minimum of three (3) years of experience in human resources is required. Additional experience or PHR/SPHR certification may substitute for degree requirement. Must have a strong understanding of organizational and communication skills, employment law knowledge, employee benefits, payroll, staff supervision, and compensation. In-depth knowledge in business fundamentals, operations and principles providing an understanding of how Human Resources may impact the organization is required. The Generalist must be able to manage a Human Resources Information System. Must be able to create worksheets, enter data and work with basic formulas within Microsoft Excel. Ideal candidate must have a strong desire to work for an organization dealing with issues unique to homelessness, substance abuse, young adults, seniors, and persons with disabilities. A valid California Driver's License is required.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with direction from the Human Resources Director, and guidance from the Chief Operations Officer, Chief Development Officer, and Chief Financial Officer. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Plans, directs and coordinates work as it relates to daily responsibilities. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by the Human Resources Director.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Human Resources Generalist is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. Although the Human Resources Generalist does not have authority to approve or deny exceptions within the approved policies and procedures as they apply to Volunteers of America, he/she will give recommendations to the Human Resources Director. Responsible for actively participating in the development and adherence to program budgets.

NUMBER OF EMPLOYEES

0 Employees report to this position

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____