



Position: Human Resource Generalist
Department: Central Services (HR Management Division)

Unit: Non-union
FLSA Status: Exempt

Summary Description

Under the general supervision of the Human Resources Manager the HR Generalist is responsible for performing HR-related duties on a professional level and working closely with various managers across the City in supporting HR processes and department/division-specific strategies. This position carries out responsibilities in the following functional areas: compensation and benefit administration, employee relations, training, performance management, onboarding, policy implementation, recruitment/employment and employment law compliance. The Human Resources Generalist is an essential and strategic individual contributor of the HR functions and while this position does not have direct supervisory responsibilities, it does serve as a coach and mentor for other department/division support personnel.

Supervision/Accountability

This position is accountable directly to the Human Resources Manager; no supervisory duties.

Major Duties/Essential Functions

A. Salary and Benefit Administration

- a. Performs salary and benefits administration for active, terminated and retired employees.
- b. Creates, updates and prepares spreadsheets, reports and other documents and correspondence.
- c. Interprets and administers various leave of absence programs, including Family Medical Leave (FMLA) program for employees.
- d. Prepares and processes COBRA and WRS documentation for active, terminated and retired employees.
- e. Responds to benefit inquiries and assist employees in resolving salary and benefit issues; process changes to individual employee benefits and wages.
- f. Develops and maintains positive and effective working relationships with various vendors.

B. Employee Relations

- a. Partners with employees and management to communicate various human resources and/or City policies, procedures, laws, standards and government regulations.
- b. Administers various human resources plans and procedures for all City personnel within prescribed interpretive guidelines.
- c. Assists with employee relations issues such as employee complaints and exit interviews.
- d. Assists with ongoing maintenance of personnel files, medical records and other

- employee stored information and records retention policies and procedures.
 - e. Assists in the development and implementation of personnel policies and procedures.
 - f. Coordinates, monitors, and represents the City in programs such as unemployment insurance, workers' compensation, etc.
- C. Recruiting and Staffing
- a. Assists with the hiring process, includes oversight of the pre-employment process that includes background, drug and pre-work screens.
 - b. Partners with department/division hiring managers on recruitment life cycle process, extend job offers, set up post-offer testing, and give information to new employees on their first day (onboarding).
 - c. Assists with recruitment process for the City's vacancies, may attend job fairs and serve as a department/division liaison in relation to recruiting events.
 - d. Maintains applicant tracking system records and compiles reports from the database, including EEO-4 reporting duties.
- D. Human Resources Information System (HRIS)
- a. Enters new hire employee information into HRIS.
 - b. Processes payroll transactions for new hires and terminations in HRIS and with vendors.
 - c. Views and produces reports, and/or maintains Human Resources Information System records as it relates to employees' salaries and benefits.
- E. Organizational and Development
- a. Compiles and analyzes statistical data; prepare and maintain a variety of monthly and quarterly reports.
 - b. Assists with program reviews and/or development.
 - c. Participates in administrative staff meetings and attends other meetings and seminars as needed or requested.
 - d. Maintains compliance with federal, state and local employment and benefit laws and regulations and provides recommendations for new approaches, policies and procedures to continually improve the efficiency of HR services.
 - e. Provides occasional administrative, operational and training support to other staff assistants in other departments/divisions and assists in various audits, research projects and or/special projects.
- F. Maintains confidentiality and uses discretion at all times.

Minor Duties/Responsibilities

This a front-line position for providing excellent customer service to City employees and members of the public, by personally responding to requests or by making appropriate referrals. Serves as the initial primary contact for the Human Resources Division providing a variety of information regarding employee benefits, Human Resources policies, recruitment and selection procedures, to City staff and public.

Responsible for new employee information into the BS&A Human Resources Management and Payroll system and manages the processing of all Personnel Action Request (PARs) including new hires, transfers, demotions, payroll data, direct deposit information, federal & state tax information, and miscellaneous deductions. Collaborates with Finance for the resolution of corrections, errors or omissions.

Performs other duties as assigned or requested.

Knowledge/Skill/Ability

This role requires the incumbent to be an enthusiastic, responsible collaborative team member dedicated to the challenge of helping other people. Must possess strong ability to exercise independent judgment and discretion regarding confidential matters. Must be a self-starter with the ability to perform with little or no direct supervision. Demonstrated knowledge of office procedures, ability to interact effectively with the public and employees. Ability to work effectively and efficiently to meet deadlines and pay close attention to detail.

This position requires professional verbal and written communication and customer service skills. Must possess demonstrated effective interpersonal and relationship management skills along with ability to partner and effectively with staff and managers of diverse backgrounds and skill sets. Must possess proven performance of ability to work professionally under pressure while maintaining composure and poise. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving variables in related processes or situations. Ability to maintain confidentiality and integrity of Human Resources information.

To perform this job successfully, an individual must possess proficient to excellent Microsoft Office skills and relevant working knowledge of HRIS and/or Payroll systems. Must possess excellent organizational and time/task management skills with the ability to prioritize tasks and work within a defined timeline and to operate with changing priorities. Must possess high attention to detail.

Education/Experience

A Bachelor's degree from an accredited four year college or university and three to five years of progressively responsible HR experience or minimum of seven years of progressively responsible experience in the HR field or any such combination of education and experience deemed acceptable to the hiring authority. Required key competencies of this role include effective communication skills, ethical practice, regional and cultural awareness, HR expertise and relationship management.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, and crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability lift files, open filing cabinets and bend or stand on a stool as necessary.

License/Certifications

SHRM Certified Professional (SHRM-CP) is preferred but not required.

Approved By: 
City Administrator

Reviewed By: 
HR Manager

Reviewed By: 
Assistant City Administrator/ Comptroller

Revision History:

April 1, 2020
December 9, 2019