JOB DESCRIPTION

HUMAN RESOURCES GENERALIST
Human Resources Generalist

I. POSITION DESCRIPTION:

The Human Resources Generalist manages the day-to-day operations of the Human Resource Department. The HR Generalist manages the administration of the human resources policies, procedures and programs. The HR Generalist carries out responsibilities in the following functional areas: departmental development, Human Resource Information Systems (HRIS), employee relations, training and development, benefits, compensation, organizational development, and employment. The nature of the work requires mandatory compensatory time on nights, weekends and holidays.

Work involves considerable employee and public contact in explaining a wide variety of human resource related policies and procedures. Work is reviewed by the Chief Deputy for conformance with established methods and procedures and performed under general supervision of the Chief Deputy and/or the Clerk of Court.

II. RESPONSIBILITIES AND ESSENTIAL FUNCTIONS OF THE HR GENERALIST:

DEVELOPMENT OF THE HUMAN RESOURCES DEPARTMENT

- Develops and creates the Human Resources Department.
- Participates in the development of policy and documentation.
- Development and administration of programs, procedures, and guidelines to help align the workforce with the strategic goals of the company.
- Participates in developing goals, objectives, and systems.
- Participates in administrative staff meeting and attends other meetings and seminars.
- Assists to establish departmental measurements that support the accomplishment of the company’s strategic goals.
- Assists with the monitoring of an annual budget.

HUMAN RESOURCE INFORMATION SYSTEMS

- Manages the development and maintenance of the Human Resources sections of both the Internet, particularly recruiting, culture, and company information; and Intranet sites
• Maintains employee-related databases. Prepares and analyzes reports that are necessary to carry out the functions of the department and office. Prepares periodic reports for management, as necessary or requested.

• Maintains records on sick leave, vacation and other absences.

• Recommends, develops and maintains human resources databases, computer software systems and manual filing systems.

• Fully utilizes Human Resources software to the Clerk’s Office advantage.

TRAINING AND DEVELOPMENT

• Assists with the implementation of the performance management system that includes performance development plans (PDPs) and employee development programs.

• Establishes an in-house employee training system that addresses Clerk’s Office training needs including training needs assessment, new employee orientation, management development and production cross-training.

• Conducts orientation sessions for new employees to explain personnel policies, compensation and benefits programs.

• Assists managers with the selection and contracting of external training programs and consultants.

• Provides necessary education and materials to managers and employees including workshops, manuals, employee handbooks and standardized reports.

• Assists with the development of and monitors the spending of the Clerk’s Office training budget.

• Maintains employee-training records.

EMPLOYMENT

• Manages the recruitment process for exempt and nonexempt employees and interns using the standard recruiting and hiring practices and procedures necessary to recruit and hire a superior workforce.

• Interviews job applicants; reviews resumes/applications for all applicants; evaluates applicant’s skills and makes recommendations regarding applicant’s qualifications.

• Conducts the recruiting planning meetings when needed staff is identified.
• Assists Chief Deputy in responding to public inquiries on positions available in the Clerk’s office.

• Serves on employee selection committees.

EMPLOYEE RELATIONS

• Assists with the development of Human Resources policies for the office and regard to employee relations.

• Provides advice, assistance and follow-up on office policies, procedures and documentation.

• Partners with management to communicate Human Resources policies, procedures, programs and laws.

• Recommends employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.

• Coordinates the resolution of specific policy-related and procedural problems inquiries.

• Participates in the conduct of investigations when employee complaints or concerns are brought forth.

• Advises managers and supervisors about the steps in the progressive discipline system of the office. Counsels managers on employment issues.

COMPENSATION

• Assists with the monitoring of the office wage and salary structure and the variable pay systems within the office.

• Provides competitive market research and prepares pay studies to help establish pay practices that help to recruit and retain superior staff.

• Assists with processing payroll. Partners with finance and payroll clerk to maintain the payroll database.
BENEFITS

- Provides day-to-day benefits administration services. Maintains benefits records and prepares documents necessary for implementing coverage. Assist employees with any claim issues.

- Consults with and advises employees on eligibility for insurance and other benefits. Develops and schedules benefits orientations and other benefits training.

- Prepares the monthly retirement reports. Provides the backup support for preparing monthly retirement reports.

- Responsible for insurance, unemployment, Worker’s Compensation and other human resources forms.

- Administers disability and worker’s compensation claims

- Recommends changes in benefits offered, especially new benefits aimed at employee satisfaction and retention.

LAW

- Complies with and insures office compliance with all existing governmental and labor legal and government reporting requirements including any related to the Equal Employment Opportunity (EEO), the Americans with Disabilities (ADA), the Family and Medical Leave (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), and so forth.

- Protects the interests of employees and the Clerk’s Office in accordance with Clerk’s Office Human Resources policies and governmental laws and regulations.

- Assists with the implementation of company safety and health programs.

- Maintains employees files and records in compliance with all laws and assures completeness of files.

- Keeps abreast of changes in laws and gives information to Clerk of Court and Chief Deputy.
ORGANIZATION DEVELOPMENT

- Assists with the carrying out of an office-wide process of organization development that addresses issues such as superior workforce development, key employee retention, organization design, and change management.

- Assists with employee communication and feedback through such avenues as office meetings, suggestion programs, employee satisfaction surveys, newsletters, and one-on-one meetings.

- Helps monitor the organization culture so that it supports the attainment of the Clerk’s Office goals and promotes employee satisfaction.

- Assists with the office-wide committees including the wellness, training, environmental health, safety, and communications committees.

The Human Resources Generalist assumes other responsibilities as assigned by the Chief Deputy and/or the Clerk of Court.

III. KNOWLEDGE AND SKILL REQUIREMENTS:

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required.

- Knowledge of business English, spelling and grammar.

- Knowledge of employment laws and practices.

- Knowledge of the basic principles and practices of public human resources administration including recruitment, classification, compensation and benefits.

- Knowledge of the methods and practices of sound records management.

- Knowledge of the literature and other sources of information in the field of human resources administration.

- Knowledge of basic statistical concepts and methods.

- Ability to prepare and maintain records.
• Evidence of the practice of a high level of confidentiality. Ability to maintain confidential information.

• Ability to read, analyze, and interpret general business periodicals, professional documents, technical procedures, or governmental regulations.

• Ability to write reports and routine business correspondence.

• Ability to effectively present information and respond to questions from managers, employees, customers, and the general public.

• Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

• Ability to work with mathematical concepts such as probability and statistical inference.

• Ability to apply concepts such as fractions, percentages, ratios, and proportions to situations.

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exits.

• Ability to interpret of instructions furnished in written, oral, diagram, or schedule form.

• Ability to make decisions in accordance with laws, ordinances, regulations and established policies.

• Ability to deal tactfully and courteously with employees at all levels and the general public.

• While performing the duties of this job, the employee is required to use a fax, calculator, and copy machine.

• While performing the duties of this job, the employee is required to use a computer. Good knowledge of PC operations and software (Word processing, database and spreadsheet) are required. Good typing skills are also required.

COMPENTENCY:

To perform the job successfully, an individual must demonstrate the following competencies.

• **Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; Develops alternative solutions.

• **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- **Oral Communication** – Effective oral communication. Speaks clearly and persuasively in positive and negative situations; listens and gets clarifications; Responds well to questions; Participates in meetings.

- **Written Communication** – Effective written communication. Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

- **Change Management** – Develops workable implementation plans; Communicates change effectively.

- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- **Business Acumen** – Understands business implications of decisions.

- **Cost Consciousness** – Work within approved budget; Conserves office’s resources.

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports office’s goals and values.

- **Strategic Thinking** - Develops strategies to achieve office’s goals; Adapts strategy to changing conditions.

- **Judgment** – Display willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments. Maintains a professional appearance and provides a positive company image to the public.

- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.

- **Quantity** – Meets productivity standards; Completes work in time manner, Strives to increase productivity; Works quickly.

- **Safety and Security** – Observes safety and security procedures; Uses equipment and materials properly.
• **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

• **Attendance/Punctuality** – Is consistently at work and on time.

• **Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

• **Initiative** – Seeks increased responsibilities; Takes independent action.

IV. **EDUCATION AND EXPERIENCE:**

• Minimum of a Bachelor’s degree or equivalent in Human Resources, Business, or Organization Development with supplemental course works in Human Resources or related field. Masters degree preferred.

• Three to five years of progressive leader experience in Human Resources positions

• Specialized training in employment law, compensation, organizational planning, organizational development, employee relations and safety training, preferred.

• Professional in Human Resources (PHR) certification preferred, not required.