

# Human Resource Generalist

DEPT: Office of the City Administrator	FLSA: Non-Exempt
DIV: Human Resources	EEOC: Para-Professional
DATE: January 2021	



## POSITION SUMMARY

Performs a variety of **general administrative and complex clerical** duties related to the city-wide human resource operations.

## SUPERVISION RECEIVED

Works under the direct supervision of the Human Resources Director.

## SUPERVISION EXERCISED

None.

## ESSENTIAL FUNCTIONS

Assists Human Resource Division in operating city-wide human resource management operations, which may include benefits administration, recruitment and selection of new employees, compensation, classification, training, career development, performance management, record management, and employee relations.

Assists HR Receptionists to collect all necessary information and conduct new employee orientation meetings, serving as backup to HR Receptionists. Processes new hire employment information to ensure all necessary forms are completed and accurate.

Performs open enrollment and new-hire orientations for benefit programs; responds to employees' questions about benefit programs, retirement options, leave, insurance, disability programs, and workers compensation along with eligibility and participation requirements; may consult with City's benefit providers to provide accurate and complete information and maintains ongoing working relationship with provider representatives to prevent and resolve issues.

Processes personnel action requests with the Personnel Action Forms (PAF) to pass relevant information onto other necessary City Departments (Finance, Risk, IT, Fleet, etc.) in regards to personnel and compensation actions involving the status of an employee, i.e. discipline, discharge, promotions, pay raises, terminations, leaves, evaluations and grievance procedures.

Conducts exit interviews upon termination to apprise employees of benefit continuation rights, obligations and related information.

Processes and responds to employees' questions about Family and Medical Leave, including complying with state and federal FMLA requirements, documenting leave, and notifying other necessary city departments (Payroll, IT, etc) of employees out on leave.

Oversees citywide wellness and health program; plans, promotes, implements and evaluates employee wellness program results.

Assists in preparing and completing various verification of employment requests, surveys, and reports as required by state and federal agencies in monitoring employment practices and procedures (EEO/AAP).

Assists Human Resource Division in conducting research on Human Resource policies and practices; researches law, codes, statutes, recommends new procedures as necessary; appraises Human Resource Manager on current salary and benefit statistics as needed to maintain a fiscally responsible, competitive salary and benefit package; conducts periodic review and update of employment handbooks, manuals, job descriptions, classifications, salary and benefits;

Assists Human Resources Director in providing training to employees as needed.

Maintains confidential personnel action, employment, and medical records.

Provide customer service for walk-in public and employees, including answering incoming calls and direct inquiries to appropriate individuals.

Performs related duties as assigned.

## MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's degree or 4 years of job training in Human Resources, public administration, or related field.

AND

B. Two (2) years of responsible experience related to above duties;

OR

C. An equivalent combination of education or experience.

2. Knowledge, Skills, and Abilities:

**Substantial knowledge of** human resource management theory, methods, and practices; the legal environment related to human resource administration; benefit, retirement, and compensation laws and guidelines; federal and state laws as they apply to personnel management practices; benefit costing procedures; training methods; basic computer operation. **Some knowledge of** budget development and fiscal accounting principles, practices and procedures.

**Ability to** communicate effectively, verbally and in writing; maintain quality work production while dealing with deadline pressures imposed from within and without the division; make basic decisions where established procedures do not always apply; perform complex mathematical computations; operate personal computer and apply various program applications related to word processing, spreadsheets and desktop publishing; develop effective working relationships with supervisor, fellow employees, and the public.

3. Special Qualifications:

Professional Human Resources certification—IPMA-CP, PHR, or SHRM-CP—required within 1 year of hire. Master's degree in Human Resources or Public Administration preferred.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required to perform essential job functions but may be accommodated. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic travel required in normal course of job performance.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)