

JOB DESCRIPTION

PROGRAM: STEP Administration

JOB TITLE: Human Resources Generalist

PAY GRADE: 9

JOB SUMMARY

The Human Resources Generalist supports the administration of Human Resources initiatives, programs, policies, and processes, as assigned, in support of STEP's mission, vision, and strategic plan. This is a detail-oriented position that includes administrative support to the Human Resources Department and contributes to promoting an employee-oriented, high-performance culture that emphasizes continuous improvement, quality, productivity, standards, goal attainment, and the recruitment of and support for a superior workforce.

Responsibilities may include, but are not limited to, the areas of employment & recruitment, benefits administration, HRIS data entry and maintenance, leave of absence management, policy compliance, employee records management, new hire orientation, personnel file maintenance, onboarding and offboarding, employee communications, positive employee (customer) relations, and internal and external communications. This position also serves as a professional representative of the Human Resources Department within the Administration team when interacting with directors, managers, employees, applicants, external partners, and the public.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Chief Human Resources Officer

ESSENTIAL QUALIFICATIONS

- ☐ Associate's Degree in Human Resources, Business Administration, or a related field required; Bachelor's degree and/or professional Human Resources certifications (PHR, SHRM-CP, or equivalent) preferred;
- ☐ Minimum of four (4) years of Human Resources-related work experience;
- ☐ Demonstrated ability to communicate effectively through verbal, written, and visual formats;
- ☐ Strong proficiency in English grammar, punctuation, spelling, and business writing;
- ☐ Proficiency in the Microsoft Office Suite and other business-related computer applications and systems; and,
- ☐ Demonstrated ability to maintain confidentiality and exercise sound judgment when handling sensitive information.

GENERAL REQUIREMENTS

- ☐ Valid driver's license, acceptable driving record, and reliable transportation with insurance as required for job-related travel;
- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- ☐ Recognizing and Reporting Child Abuse training completed within 30 days of hire;
- ☐ Ability to perform the essential functions of the position with or without reasonable accommodation, including prolonged periods of sitting; frequent use of a computer, keyboard, telephone, and other standard office equipment; occasional lifting and carrying of materials

JOB DESCRIPTION

Human Resources Generalist

weighing up to 20 pounds; and the ability to review information and communicate effectively in person, by telephone, virtually, and in writing;

- ☐ Flexibility to work altered and non-traditional work schedules as necessary to meet agency needs and deadlines; and,
- ☐ Participation in job-related training and professional development activities as assigned.

SPECIFIC DUTIES

The following functions are considered essential job functions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

As directed by the Chief Human Resources Officer:

- ❖ Maintain strict confidentiality of personnel, benefit, compensation, and organizational information in accordance with applicable laws and agency policies;
- ❖ Provide administrative support for highly confidential and sensitive Human Resources matters, including scheduling, correspondence management, records administration, and other related activities;
- ❖ Continuously review STEP's Human Resources-related processes for improved efficiency and efficacy; recommend and implement approved improvements;
- ❖ Communicate, track, monitor, and administer clearance policy and procedures for all departments in the agency;
- ❖ Accurately enter, maintain, and update employee information within the Human Resources Information System (HRIS), ensuring data integrity, completeness, and compliance with organizational requirements;
- ❖ In collaboration with the Chief Human Resources Officer, respond to employee inquiries and assist in resolving workplace concerns consistent with agency policy and applicable employment laws;
- ❖ Analyze, recommend, and implement new approved recruitment initiatives;
- ❖ Ensure Department telephone calls and customers are received and screened in a prompt, courteous, and customer-friendly manner, ensuring that the nature of their interest is effectively determined and that the customer is appropriately assisted or referred; ensure messages are recorded and relayed thoroughly;
- ❖ Serve as the custodian of employee personnel files and assigned Human Resources records, ensuring appropriate maintenance, organization, confidentiality, retention, and authorized access;
- ❖ Support efforts to enhance internal and external communications and promote awareness of agency programs, services, initiatives, and organizational updates;
- ❖ Assist in evaluating Human Resources activities, outcomes, and goals and recommend improvements to departmental processes, policies, and services;
- ❖ Coordinate agency position vacancy posting procedures and ensure applications and related documentation are properly received and distributed;
- ❖ Conduct candidate outreach, telephone screenings, and other preliminary recruitment activities to assess qualifications, interest, and suitability for employment opportunities;
- ❖ Coordinate interviews and communicate with applicants, hiring managers, and interview teams throughout the recruitment and selection process;
- ❖ Conduct reference checks, employment verification activities, and other pre-employment

JOB DESCRIPTION
Human Resources Generalist

- screening processes in accordance with agency policy and applicable laws;
- ❖ Assist hiring managers and the CHRO with onboarding activities;
 - ❖ Track, monitor, and communicate performance evaluation processes and timelines;
 - ❖ Train newly assigned supervisors on performance evaluation procedures and requirements;
 - ❖ Develop and maintain working knowledge of the agency payroll system and its relationship to Human Resources functions;
 - ❖ Collect information and generate reports from payroll and HR-related systems;
 - ❖ Coordinate employee benefits information, employment status changes, leave activity, and related matters with payroll personnel;
 - ❖ Maintain and distribute reports from Human Resources databases and tracking systems;
 - ❖ Assist in maintaining compliance with applicable federal, state, and local employment laws and regulations and communicate potential compliance concerns to the CHRO;
 - ❖ Research information and complete reports, surveys, and related request-for-information documents, such as employment verification questionnaires;
 - ❖ Continuously monitor, organize, coordinate, and communicate changes to federal, state, local employment laws, and benefit laws; including but not limited to Affordable Care Act (ACA), workers' compensation, and unemployment compensation;
 - ❖ Maintain current and archived job description records;
 - ❖ Assist in the monitoring of agency insurance policies, to include but not be limited to, health insurance, workers' compensation, unemployment compensation, property and liability insurance, short-term disability, long-term disability, life insurance, and AD&D coverage;
 - ❖ When designated by the Chief Human Resources Officer, support, coach, advise, and train managers regarding Human Resources policies, procedures, responsibilities, and employment-related matters;
 - ❖ Assist auditors by responding to inquiries, coordinating reviews, and providing accurate census and personnel information as authorized;
 - ❖ Coordinate and process workers' compensation and other assigned insurance claims in accordance with agency procedures and applicable regulations;
 - ❖ Assist in maintaining OSHA injury and illness records and support completion of required OSHA reporting and documentation, including OSHA Form 300 logs, in coordination with agency leadership and safety personnel;
 - ❖ Organize, coordinate, and monitor FMLA and other leave-of-absence processes, including correspondence, documentation, and consultations with employees and supervisors;
 - ❖ Monitor, track, and code various insurance invoices and related billings for submission to Accounts Payable;
 - ❖ Administer drug-free workplace procedures, including compliance with FTA drug and alcohol testing procedures for safety-sensitive positions; maintain documentation for testing program; provide quarterly rosters for random testing; initiate with the CHRO follow-up on employees testing positive; work with testing facilities to maintain compliance with testing requirements; complete annual FTA testing reports;
 - ❖ Perform various Human Resources administrative tasks, including filing, data entry, records administration, document preparation, and related functions;
 - ❖ Prepare and file the annual EEO-1 Report and maintain related records, reports, and logs as required;
 - ❖ In collaboration with the Chief Human Resources Officer, update, distribute, and maintain correspondence to include Section 125 plan, Wrap Plan documentation, notices of coverage,

JOB DESCRIPTION
Human Resources Generalist

- Medicare Part D notices, Form 5500, and Forms 1095-C;
- ❖ Assist employees with benefits enrollment, changes, and terminations of benefits;
- ❖ As assigned, assist in identifying, evaluating, and resolving employee relations, workplace concerns, performance issues, and organizational effectiveness matters;
- ❖ Participate in and, when assigned, lead activities associated with committees and programs such as Emergency Preparedness/Safety, Employee Events, Employee Recognition, Wellness initiatives, the Employee Newsletter, and the Annual Meeting;
- ❖ Ensure all work reflects the highest level of professionalism, accuracy, integrity, and customer service; and,
- ❖ Perform other related duties as required and assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
 - English grammar, spelling, and punctuation; formatting standards recognized by business professionals; and,
 - Microsoft 365 applications, including Word, Excel, Outlook, PowerPoint, and related technologies.
- ❖ Skill in the following:
 - Communicating and interacting with employees, applicants, customers, community partners, and the general public;
 - Utilizing tracking and reporting systems, including automated management information systems;
 - Written communication and preparation of reports, correspondence, work plans, and other operational documents;
 - Operating networked computer system and office equipment; and,
 - Utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, scanning, and document management software.
- ❖ Ability to perform the following:
 - Learn, implement, and effectively utilize evolving technologies and informational systems within an office environment;
 - Proofread information for accuracy, completeness, and compliance with established requirements;
 - Effectively respond to telephone inquiries and walk-in visitors in a professional, customer-focused, and empathetic manner;
 - Create and maintain databases and spreadsheets to perform accurate data entry, utilize formulas, and generate reports;
 - Utilize new and/or evolving electronic hardware and software technologies;
 - Understand and follow oral and/or written instructions, including multi-step procedures, and work independently when appropriate;
 - Organize and prioritize work effectively and develop efficient work methods in environments involving varied assignments and deadlines;
 - Project a positive and professional image;
 - Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, and the general public;

JOB DESCRIPTION
Human Resources Generalist

- Demonstrate professionalism, respect, and cultural competence when working with individuals from diverse backgrounds and experiences;
- Exercise sound judgment in assessing customer needs and directing individuals to appropriate resources and services; and,
- Maintain confidentiality and appropriately handle sensitive information.