

JOB DESCRIPTION

PROGRAM: **STEP Administration**

JOB TITLE: **Human Resources Generalist**

PAY GRADE: **5**

JOB SUMMARY

This position is responsible for supporting the Human Resources initiatives, programs, policies and processes as assigned, in support of STEP's mission, vision, and strategic plan. This is a complex and detail-oriented position that includes administrative support to the Human Resources Department. The support aids the Department in developing an employee-oriented, high-performance culture that emphasizes continuous improvement, quality, productivity and standards, goal attainment, and the recruitment and ongoing development of a superior workforce. Responsibilities include, but are not limited to, the areas of recruitment, benefits, policy, compliance, new hire orientation, onboarding, relationship-building, positive employee (customer) relations, increased internal and external communications, and professionally representing the Human Resources functions with directors, managers, and peers in all aspects of the role. This position requires someone with strong and positive customer service orientation and problem-solving skills and abilities. Additionally, this person must act as an integral member of the Human Resources team with the goal and vision of making STEP Human Resources the best it can possibly be and one that is recognized by the community as a leader in providing outstanding human resources support.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Lead Human Resources Generalist

QUALIFICATIONS

- Associate's (or post-secondary) degree specializing in business, human resources, office administration or a related field and, or two years related work experience;
- Ability to communicate effectively with oral, written and computerized graphic methods;
- Strong knowledge of English grammar, punctuation and spelling as demonstrated by above-average writing skills; and,
- Proficiency with computer systems, preferably Microsoft Office Suite and extended components.

GENERAL REQUIREMENTS

- Valid driver's license and the daily availability of a vehicle carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check.
- Mandated Reporters of Child Abuse training completed within 30 days of hire;
- Mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, carry up to 20 pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges;
- Flexibility to work altered and nontraditional work schedules necessary to meet the deadlines of the corporation; and,

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- ❑ Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

As directed by the Lead Human Resources Generalist:

- ❖ Identify, evaluate, and assist in resolving human relations, employee morale, work performance, and organizational productivity concerns;
- ❖ Act as a member of the Human Resources team;
- ❖ Support the Department with a variety of administrative tasks that are highly confidential and sensitive in nature, and may include scheduling coordination, screening/processing email, and hardcopy correspondence; handles some matters personally and forwards appropriate matter to other HR staff;
- ❖ Continuously review STEP's human resources processes for improved efficiency and efficacy; recommend and implement approved improvements;
- ❖ In collaboration with the Lead Human Resources Generalist, answer questions and help resolve work-related issues;
- ❖ In collaboration with the Lead Human Resources Generalist, analyze and recommend new recruitment efforts;
- ❖ Ensure Department telephone calls and customers are received and screened in a prompt, courteous and customer-friendly manner, that the nature of their interest is effectively determined, and that the customer is appropriately assisted or referred; ensures messages are recorded and relayed thoroughly;
- ❖ Act as the custodian of and maintains corporate personnel and other assigned HR records, assuring that files are organized, current and contain all required documents and annotations; maintains security of records and controls their authorized release, review and duplication;
- ❖ Help in increasing both internal and external communications. Personally, commit and take quantitative measures to "get the word out" to our own staff as well as the customers and communities we serve;
- ❖ Ensure internal and external position vacancy advertisement procedures for the corporation are fully implemented for each vacancy; ensures job applications and other related items are collected and properly transmitted to appropriate staff;
- ❖ Assist in evaluation of reports, decisions, and results of human resources department in relation to established goals. Recommend new approaches, policies, and procedures to effect continual improvements in efficiency of the department and services performed;
- ❖ Research and recommend human resources activities, practices, and policies as needed;
- ❖ Assist in position classification review process, in coordination with Employee Classification Review Team; work with the team to develop, implement and maintain a thorough Fair Labor Standards Act (FLSA) analysis and testing process for all positions;
- ❖ Track, monitor, and communicate the performance evaluation program/process;
- ❖ In collaboration with the Lead Human Resources Generalist, train newly assigned supervisors on the evaluation system and how to accomplish the reviews;
- ❖ Help review the employee evaluation tool on an as needed basis and make appropriate recommendations for retooling the system or process; implement and train changes to staff;
- ❖ Become familiar with the current payroll system and how it relates to human resources needs. Have the ability to collect data and run reports from current payroll system. Coordinate with payroll regarding employee benefit information, status changes, FMLA status, etc.;
- ❖ Maintain and issue reports from a human resources-related database that tracks a variety of human resources data elements;
- ❖ Maintain compliance with federal and state regulations concerning employment;

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- ❖ Research information and complete reports, surveys and related request-for-information documents, such as unemployment and employment verification questionnaires;
- ❖ Review and update job descriptions, maintain a “current” job description data base;
- ❖ Assist in the monitoring of agency insurance policies, to include but not limited to health, workers compensation, unemployment compensation, property and liability policies;
- ❖ Organize, coordinate, and monitor FMLA processes, including ongoing employee reviews, correspondence and consultations with staff and supervisors;
- ❖ Monitor, track and code various insurance billings to be given to accounts payable for payment;
- ❖ Perform various Human Resources administrative tasks, including filing, data entry, paperwork maintenance and preparation, employee records and other duties as needed;
- ❖ As directed, participate and possibly lead in ancillary roles and sub-committees such as: Emergency Preparedness/Safety, Employee Events, Newsletter, Employee Recognition, and Annual Meeting;
- ❖ Ensure that all administrative work reflects the highest professional standards; 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 Office Professional Suite, Microsoft Publisher, Windows, Adobe Acrobat Writer/Reader, and the Internet.
- ❖ Skill in the following:
 - Communicating and interacting with a variety of people, such as customers, staff, community resource personnel, and the general public;
 - The use of tracking and reporting systems, including automated management information systems;
 - Written communication, including knowledge of English grammar, spelling and punctuation as they would relate to the production of reports, work plans, and other operational documents;
 - The use of a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet and copier) for operation of software; and,
 - The use of word processing, spreadsheet, database, presentation, organizational, Internet browsing, e-mail, scanning, graphics editing, desktop publishing, and document conversion software for document creation and informational assistance and management.
- ❖ Ability to perform the following:
 - Learn, implement and effectively utilize evolving technologies and informational systems within an office environment;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in customers, and to deal with the public in an empathetic manner;
 - Create and effectively utilize databases and spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry, and print reports;

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- Utilize new and/or evolving electronic hardware and software products for document creation and production;
- Daily record keeping functions and to prepare required reports as requested;
- Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
- Keep simple and complex records accurately, and to prepare accurate reports;
- Collect, organize and process information for requested reports;
- Organize and prioritize work, and to develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Collect, organize and process information, as requested;
- Project a positive and professional image;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious and linguistic identities or backgrounds;
- Understand problems of customers and the ability to exercise sound judgment in appraising needs of customers and directing them to appropriate service to meet their needs;
- Interact effectively with people from varied social, economic and educational backgrounds; and,
- Maintain confidentiality at all times.