



HUMAN RESOURCES GENERALIST

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Human Resources Generalist	Effective Date:	January 1, 2020
Working Title:	Human Resources Generalist	Type:	Non-Represented
Department:	Human Resources	Supervisor:	Human Resources Director
FLSA Status:	Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the general direction of the Human Resources Director, this position performs varied professional, technical, and administrative tasks in the operation of the City's Human Resources Department. Administers multiple Human Resources programs for the City such as: Recruitment, Employee Orientation & Training, Benefits Administration, Family and Medical Leave Act (FMLA), Oregon Family Leave Act (OFLA), Health & Wellness, Safety, Human Resource Information System (HRIS), the Intranet, and Employee Records. Uses independent judgment in making decisions within assigned program areas, has latitude to find creative solutions within parameters of relevant statutes, regulations, and policies; or recommends exceptions to policies, if warranted. Actively participates in employee and labor relations; Title VII and American's with Disabilities Act (ADA) compliance and collective bargaining. Participates in other Human Resources programs as assigned. This position assists and provides consultation to members of staff, supervisors, and the Leadership Team and is responsible for a variety of highly confidential and sensitive information.

SUPERVISION

Not a supervisory position.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally, and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned and operating a motor vehicle safely and legally while on City business.

25% Recruitment, Employee Orientation/Training & Personnel Records

Plans, develops, and administers all aspects of regular, seasonal, and temporary recruitment needs while providing consultation, direction, and advice to department directors, managers, and supervisors. Partners with hiring managers to ensure hiring practices are in accordance with all applicable federal, state, and local laws, and meet the parameters outlined in the City Human Resources Policy Manual.

Responsible for developing and placing advertisement materials with emphasis on diversity outreach.

Develops and posts job announcements. Reviews and screens applications for minimum qualifications and coordinates interview processes. Assists in the development of interview materials and rating criteria. Receives employment applications, coordinates with and notifies applicants, managers, and supervisors of interview and hiring process activities, facilitates and proctors testing. Analyzes test statistics and prepares reports.

Conducts phone, virtual, and on-site interviews and assists management staff in hiring decisions.

Coordinates and reviews pre-employment background screening of applicants, including but not limited to pre-employment medical and drug testing, employment verifications, reference checks, and driving records. Maintains recruitment files, records of drug screens, and medical examinations.

Conducts employee orientations. Administers the City's Personnel Action Forms (PAF) process, verifies accuracy of documentation provided, and coordinates timely and accurate processing of PAFs with other departments and the Finance Department.

Creates, updates, and maintains all official City personnel records, including but not limited to PAFs, benefits forms, medical leave documentation and materials, training and certification data, as well as retirement and background investigation materials and forms.

25% Benefit Administration

Administers the employee benefit program, including medical, dental, life, long term disability, flexible spending accounts, and retirement.

Provides information to employees, retirees, and former employees as the primary contact for all benefit questions. Answers questions regarding benefit coverage and procedures.

Assists employees and retirees in resolving problems with insurance claims. Handles benefit inquiries and complaints to ensure quick, equitable, courteous resolution. Ensures employee complaints have been adequately resolved by vendor representatives or agent of record.

Coordinates the annual open enrollment process, including setting up employee meetings, preparing benefit packets, distributing materials, conducting employee meetings, and processing all benefit program changes.

Informs employees and retirees of eligible and allowable expenses and assists them with changes and corrections.

Processes all enrollments and terminations in City benefit programs, including medical, dental, flexible spending, retirement, COBRA/retiree, life/AD&D and long-term disability (LTD) plans.

Conducts benefit orientations for all new hires. Initiates new-hire benefits and changes by obtaining, verifying, and recording employee information and by informing insurance carriers of new or changed information.

Maintains positive and effective working relationships with benefit providers.

Researches and recommends to the Human Resources Director the development and implementation of new benefit programs and elements of collective bargaining proposals related to benefits.

Reviews and analyzes changes to state and federal laws pertaining to benefits and reports necessary or suggested changes to management. Reviews and recommends revisions to benefits related policies and procedures.

20% Risk Management

Assists the Human Resources Director with the City's risk management programs, including worker's compensation, safety, and employee health & wellness.

Coordinates and implements safety training programs. Serves on and provides resources and information to Safety Committees.

Administers daily activities of the Workers' Compensation program by setting up new claims, communicating with injured employees, supervisors, third party administrator, medical care providers, and City staff to ensure legal timelines and accuracy are met.

Maintains OSHA filing and completes annual OSHA reports and posting requirements.

Coordinates the City's Health & Wellness Program by developing and implementing a variety of health and wellness activities, including but not limited to sharing educational information and opportunities such as walking, stress management, healthy eating, smoking cessation, and other employee activities and incentive opportunities.

10% HRIS & Intranet Management

Develops, administers, and maintains Human Resources Information System (HRIS), including personnel, safety, training, position control and applicant control modules. Ensures system records are accurately recorded, enters new hire information, tracking information and reports, and recommends system enhancements. Ensures human resource files and records are maintained in accordance with legal requirements and City policies.

Serves as the City Intranet-master. Updates and maintains Intranet information, programs, links, and forms. Troubleshoots and resolves issues that may occur. Creates and designs new pages as needed.

10% Family & Medical Leave Administration

Oversees and administers City's family and medical leave programs ensuring compliance with relevant federal and state statutes. Maintains case management in the administration of those programs, including timely leave notifications, certifications, approvals, coordination with payroll and tracking employee status and leave taken.

10% Administration

Upon Human Resources Director request, acts as liaison between Human Resources Department and other departments within the City to request information, collect data, and present materials on various topics.

Serves as back-up to the Human Resources Director when absent or unavailable, including meetings and consultation on employee relations issues and contact, as necessary with the City labor attorney.

Composes, types, edits, and proofreads a variety of complex documents including forms, memos, reports, statistical reports and correspondence from rough draft, handwritten copy, verbal instructions, or other material using a computer. Performs online research as directed. Orders training and resource materials.

Schedules and coordinates meetings and training sessions, prepares agendas and informational packets, confirms staff participation, and tracks training provided by the Human Resources Department.

Receives and directs telephone calls to the HR Line, assists with inquiries and problems courteously and promptly, obtains and conveys information as needed, and maintains and projects the City's professionalism and customer service standards.

Stays informed regarding human resource developments and conducts special projects as assigned by the Human Resources Director.

Establishes and maintains the physical and virtual Human Resources resource libraries.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds and infrequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards, calculator, and telephones.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position. Due to specific responsibility for the City's employee safety programs, this position actively supports safety and loss control measures, maintains accountability for safety issues within the department and for the City as a whole.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in an office environment under usual office working conditions. Work is also performed in numerous meeting settings in offices, conference rooms and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. Duties include contact with employees and customers in conflict situations.

Occasional travel includes local and regional meetings and regular visits to work sites that may contain chemicals, machinery or heavy equipment (e.g. Police & Public Works Operations). This position may be required to work evenings and weekends.

MINIMUM QUALIFICATIONS

Education & Experience

Bachelor's degree in Human Resources, Business Administration, Organizational Development, or a closely related field from an accredited school and a minimum of two years human resources experience, or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

Pass a comprehensive background investigation.

ADDITIONAL QUALIFICATIONS

Knowledge

- Benefits administration, including health insurance and deferred compensation programs.
- Human resource reporting and recordkeeping requirements, as well as HRIS systems and database management.
- MS Office suite of software, including Word, Excel, and Outlook.
- Principles, practices, and methods of modern personnel administration in the public sector.
- Business English, composition, spelling, grammar, and accounting.
- Intermediate to advance level word processing, data base, and spreadsheet software.

Skill & Ability

- Communicate effectively in oral and written format to management, employees, elected officials, and the public.
- Establish and maintain effective working relationships with other employees, representatives of governmental and community agencies, and the public.
- Maintain professional integrity of sensitive and confidential personnel information.
- Provide excellent customer service including consultation to supervisors and employees regarding conflict situations.
- Proficiently use computers, word processing, email, spreadsheet, and graphics software applications.
- Work independently, prioritizing multiple tasks to meet deadlines while maintaining accuracy and attention to detail.
- Analyze internal Human Resources related procedures and processes to facilitate efficiencies and automation.
- Prepare complex reports, correspondence, and records.
- Conduct analysis and interpret and apply information in making decisions and providing information.
- Learn, apply, and explain policies and standard operating procedures, City Personnel Policies, City Ordinances, Oregon Revised Statutes, Oregon Administrative Rules, and federal laws.
- Comply with safety requirements of the position and actively promote safe work practices.

Licenses, Certifications & Other Requirements

- Possession of or ability to obtain and maintain a valid Oregon driver license.
- HRCI, SHRM, and/or IPMA certification preferred.