



JOB DESCRIPTION

Position Title	Department	Reports to
HR Generalist	Client Services	Director, Client Services
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	April 1, 2019

POSITION SUMMARY

The HR Generalist will serve as the first point of contact for general inquiries. Responsible for facilitating a positive experience through concierge services and HR solutions for clients, employees, and visitors. Duties include answering incoming phone calls and emails, facilitating background checks and drug screens, processing of onboarding paperwork, and administration of unemployment and workers compensation claims. Assists with substantive matters for HR Client Services Team, including Benefits, Employment, Employee Relations, FMLA and leave of absences, Talent Acquisition, Employee handbook/policy development, Compliance, and Training.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Serve as a customer contact and source of information to clients and employees on established HR policies, procedures, and programs.
- Answer incoming telephone calls in a positive manner.
- Administer and provide customer service for HR email alias accounts.
- Respond to clients in a polite and courteous manner, calmly and effectively handling routine and complex issues for customers while projecting patience and empathy.
- Responsible for quickly and accurately identifying and assessing client needs and taking the appropriate action steps to satisfy those needs by analyzing situations, probing for information to determine if the question can be answered immediately, routing or escalating to a Director or a Subject Matter Expert if necessary, and adopting an effective course of action.
- Solve problems systemically by using sound business judgment and follow through, research and follow through with employee issues, educate, assist, and advise employees on HR processes and policies, provide guidance to clients and employees regarding where they can obtain the information online in the future, and guide employees and clients in accessing tools and resources.
- Ensure all forms are updated with relevant changes and restock physical forms as needed. Document calls, emails and client interactions in CRM system.
- Coordinate orientation of newly hired employees for clients as requested.



- Complete monthly upload of new employees in system(s).
- Assist with substantive projects for HR specialties, including but not limited to Benefits, Employment, conducting Employee Relations investigations on employee issues, FMLA and leave of absence process, Talent Acquisition and recruiting, Employee handbooks/policies, analyze processes and identify areas for improvement, and conduct research and benchmarking analysis for HR, Compliance, and Training.
- Advertise job vacancies as necessary for clients.
- Post jobs on various designated job search websites/social media.
- Ensure incoming HR paperwork and forms are accurate and complete, including paperwork for new hires, benefits, and leaves of absence.
- Assist Benefits team with completing benefits enrollment paperwork, providing temporary benefits ID cards, ordering new benefits ID cards, and provide benefits verification letters.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's degree and at least one (1) year of customer service experience with high volume of customer interactions or High School education and at least five (5) years of customer service experience with high volume of customer interactions.
- 2-5 years HR generalist experience preferred, including experience with employee benefits and payroll.
- Ability to form effective partnerships with clients and establish rapport with others. Foster team spirit and cooperation.
- Excellent oral and written communication skills. Ability to communicate clearly and provide timely and accurate information. Must have excellent grammar skills for composing a variety of written communication.
- Demonstrated ability to communicate and work effectively with different constituents and employees of all levels and from diverse backgrounds with empathy, care, and sincerity in voice, tone, and words.
- Excellent interpersonal skills. Ability to interact with colleagues, supervisors, and customers face-to-face. Must listen and communicate with professionalism and courtesy and encourage open expression of ideas and opinions.
- Exceptional customer service skills. Models and reinforces the CES mission. Ability to maintain a positive environment, treat others with respect, and demonstrate empathy while performing within stressful situations.
- Strong problem resolution skills. Ability to manage difficult customer situations and understand implications of decisions. Ability to research issues, analyze situations, and adopt course of action to respond to customer needs with or without precedent.



- Ability to support the Client Services team by following policies and procedures, completing tasks accurately and consistently, working with integrity, and upholding the organization's goals and values.
- Ability to handle and maintain confidential and/or sensitive information with proper care and discretion. Maintain ethical values.
- Use time effectively and efficiently. Ability to adjust to frequent change, delays, or unexpected events.
- Demonstrate accuracy, thoroughness and attention to detail; look for ways to improve and promote quality.
- Strong organizational skills. Ability to handle multiple tasks and prioritize them accordingly.
- Advanced knowledge of Microsoft Office application (i.e. Word, Excel, PowerPoint, Access). Proficient in the use of the internet and HR information systems.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

Physical Activity:

- Occasionally – climbing, balancing, stooping, crouching, crawling, pushing, pulling, lifting, repetitive motion
- Frequently – kneeling, reaching, standing, walking, grasping, feeling
- Constantly – fingering, sitting, talking, hearing

Physical Requirements:

- Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual Acuity:

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

Working Conditions:

- Office environment. The worker is not substantially exposed to adverse environmental conditions.



NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Received and accepted by

Name (print): _____ **Date of Hire:** _____

Signature: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.