

JOB DESCRIPTION

Human Resources Generalist

FLSA: Non-Exempt
Reports to: Administration

Pay Level: Based on Qualifications
Prepared/revised: April 2021

Job Summary:

The HR Generalist reports to the Executive Assistant and assists with the administration of the day to day operations of the Human Resources Department by carrying out responsibilities in some or all of the following functional areas for the smooth and efficient operation of the department. Functional areas: benefits, compensation, employment, staffing and recruiting; Human Resources Information Systems (HRIS) maintenance and reporting; state systems for employment, benefits administration and Workers' Compensation reporting. Some independent judgment is used in performing tasks. The employee must occasionally consider different courses of action in order to complete tasks.

Supervision Exercised or Received:

The Human Resources Coordinator exercises supervision over no employees.

The Human Resources Coordinator receives supervision from the Executive Assistant.

Essential Functions:

1. Maintains confidentiality in all dealings administered by the Human Resources Department.
2. Benefit Processing: Enrollment, Issue Resolution, Employee Assistance, Invoice Auditing
3. Coordinates all health insurance issues and applications with current health insurance plan.
4. Coordinates Employee's Job Descriptions update and creation.
5. Provides Employment Verifications – Answer inquiries and provides information as requested.
6. Updates employee information in HRIS as changes occur and maintains employee files in the HR filing system.
7. Coordinates all voluntary insurance plans and serves as liaison between providers and employees as needed.
8. Files and monitors general insurance claims, including, but not limited to Workers' Comp, Automobile, Liability, Property, etc. Coordinates with respective departments as needed.
9. Completes Workers' Comp claim forms and advises employee regarding claim procedures, problems, etc. Coordinates with Safety Director to insure proper safety training is current and all reports are filed as required.
10. Coordinates Family Medical Leave Process (FMLA) – Obtains information, processes forms, maintains files.
11. Prepares and distributes employee communications
12. Complies with all applicable city, state and federal laws in dealing with employees, management, and officials of the City of Fayetteville.
13. Must maintain current level of education, certification and/or understanding of employment laws and regulations.
14. Maintains applicant, disciplinary, and other pertinent data records to comply with equal opportunity laws.
15. Provides assistance regarding personnel policy questions.
16. Assists with the development of the personnel policy and monitors changes in HR laws, recommending changes and updates as needed.
17. Deals effectively with employee's issues and comments, answers their questions and refers them as needed.
18. Communicates with employees of other departments on matters requiring the interpretation of department policies and regulations.

19. Reconciles all insurance invoices to employee benefit enrollments to verify accuracy of billing. Contact appropriate insurance company of any discrepancies and follow up to ensure corrections are made.

Qualification Requirements:

1. Must maintain confidentiality in all areas of employee, department and city relations
2. Requires ability to work independently and as part of a team, across the city's departments to achieve group and organizational goals
3. Able to deal constructively with frequent change or unexpected events
4. Knowledge of department rules, regulations, procedures and functions
5. Understands, or has the ability to comprehend and understand city codes, ordinances, and charter
6. Must be dependable, and commit to a flexible schedule in order to meet the job requirements
7. Strong problem-solving skills, strong interpersonal skills
8. Must have excellent written and verbal communication skills
9. Ability to establish and maintain an effective working relationship with the public and other employees
10. Requires ability to handle stressful situations in a non-confrontational, problem solving manner
11. Ability to pass a pre-employment consumer history inquiry

Position Requirements:

1. **Education/Work experience** - Associates Degree or equivalent from two-year college or technical school in Human Resources/Personnel Management **or** 5+ years' experience and/or training in HR role or equivalent required. Professional in Human Resources (PHR), the Society for Human Resource Management-Certified Professional (SHRM-CP), or International Public Management Association for Human Resources Certified Professional (IPMA-CP) Certification preferred. Prior work in public/government sector is also preferred.
2. **Computer skills** – Knowledge of Microsoft Office including but not limited to PowerPoint, Excel, Word, Outlook and experience with HRIS and payroll systems.
3. **Teamwork** – Ability to perform other duties as reasonably assigned for the benefit of a productive work environment and service to the City's mission.

Additional Requirement:

1. **Work hours** – 40 hour work week. A full time, non-exempt employee. May work evenings and weekends, as needed.
2. **Work environment** – Work is generally performed indoors, some tasks will be performed regardless of weather conditions.
3. **Physical Requirements** – The Human Resource Coordinator will be required to do common tasks such as: sit for an hour or more, talk, hear, stand, walk, balance, stoop, squat, bend and /or kneel, and lift objects weighing 30 pounds or more. The physical demands described here 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 function. Must be able to perform essential functions of life.

Note:

At the discretion of the City of Fayetteville, a background check may be made. Employment is contingent upon satisfactory completion of a background check, drug screen and agility test.

Nothing in this job description restricts the ability or the right of the City of Fayetteville to assign reassign or eliminate the duties and responsibilities of this job either orally or in writing. Tasks and responsibilities may be changed at any time, due to reasonable accommodations or other reasons deemed appropriate by the City of Fayetteville.

The job description does not constitute an Employment Agreement between the employer and the employee and is subject to change, according to the business needs of the City of Fayetteville.