

JOB DESCRIPTION

JOB TITLE: HR Generalist – On-Site
EXEMPT: Yes
REPORTS TO: Principals

DATE: February 2008

JOB SUMMARY: Under direct supervision of TPO and client authority, performs technical tasks in the administration of multiple TPO client's HR programs. Responsible for implementing and coordinating policies and programs for employment such as: recordkeeping and reporting, routine employee relations and regulatory compliance, wage and salary administration, fringe benefits administration, new hire orientations, safety, insurance and health benefits and other employee services for assigned TPO clients in the public, private and non profit sectors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities, which may be assigned according to individual client needs and interests.

TPO:

- Develop a full understanding of TPO's products, services and offerings and the ability to clearly communicate those to members.
- Perform all assignments in accordance with established TPO philosophies, procedures and guidelines.
- Determine appropriate circumstances to document on-site client work in TPO data base to serve as back-up for projects and primary consulting advice given.
- Manage the billing relationship balancing on-site, membership services, and hourly/project billing status, communicating with the client to ensure clear understandings and minimizing any possible billing disputes.
- Perform all other TPO duties and responsibilities as assigned.
- Attend TPO staff meetings, contribute to overall TPO team effectiveness.
- Works to identify additional client needs for TPO HR services, including training, products, and special projects, and coordinates with assigned TPO consultant for follow-through and delivery.

CLIENT:

I. PRE-EMPLOYMENT (In cooperation with client authority)

1. Facilitates and verifies Personnel Requisition authorizations.
2. Places advertisements and internally posts for candidates.
3. Assists client with securing prospects and conducting initial screening as assigned.
4. Conducts initial interviews with nonexempt candidates as assigned.
5. Administers and scores clerical exams to appropriate prospective employees.
6. Schedules interviews between prospective employees and client hiring parties.
7. Conducts reference checks as assigned.
8. Communicates with unsuccessful candidates either in writing or directly (in cooperation with Dept. Managers, and as assigned).
9. Processes and maintains applicant files.
10. Orders temporary help for various departments.

II. POST-EMPLOYMENT

1. Verifies completeness and accuracy of all new-hire documentation and processes same in accordance with established procedures.
2. Conducts new hire orientation (coordinates parking, pager, e-mail, etc.).
3. Produces employment letters for signature.

4. Coordinates with Management Staff to generally facilitate professional entry to the Company.

III. CLERICAL AND RECORDS ADMINISTRATION

1. Establishes and maintains HR department records and reports; including: HRIS, current and past personnel files, new employee and record changes; organization charts, phone lists; postings, and legal reports and records as assigned.
2. Provides public information, such as verifying employment.
3. Prepares, recommends and maintains records and procedures for controlling personnel transactions and reporting personnel data. Gathers and collates necessary data for submission of required reports, as assigned.
4. Performs clerical functions, produces letters and memos, posts and distributes.
5. Updates bulletin boards.
6. Answers phones.
7. Orders supplies and signs invoices as authorized.

IV. COMPENSATION

1. Maintains accurate, up-to-date employment data.
2. Sends Department reminders of review deadlines.
3. Produces and processes accurate employee transaction records.
4. Processes and audits pay increases.
5. Monitors employee eligibility for regular pay increases; flags requests for increases beyond policy, notifying client authority.
6. Updates and maintains job classification and salary plan as assigned.
7. Conducts wage and salary surveys as assigned.
8. Responds to routine unemployment and state disability insurance claims.

V. POLICY ADMINISTRATION

1. Ensures accurate data input and organization of Personnel Policies and Procedures and associated revisions.
2. Administers and explains existing personnel policies according to skills and knowledge and relative to performance of duties.
3. Identifies and notifies client authority and/or TPO of policy revision needs.
4. Ensures adequate supplies of updated Employee Handbooks are on hand, keeps issuance control records.
5. Distributes final policy revisions and addenda as directed.

VI. BENEFITS ADMINISTRATION

1. Responsible for accurate employee/ dependent insurance and other benefits enrollment, application and claims records.
2. Handles benefit inquiries and complaints as directed to ensure quick, courteous resolution.
3. Maintains contact in person, and by phone or mail, with medical providers, insurance companies, employees, and beneficiaries to facilitate proper and complete utilization of benefits for all employees as directed.
4. Develops benefit information and statistical and census data for actuaries, insurance carriers, and management as directed.
5. Installs approved new plans and changes by preparing draft announcement material, booklets, and other media for client authority approval to communicate new plans to covered employees.
6. Coordinates employee meetings and arranges for enrollment of employees in optional plans.
7. Processes and monitors workers compensation claims and coordinates between employee, supervisor, and insurance carrier as directed.

8. Process leaves of absence requests in accordance with client policy and legal regulations.

VII. PERFORMANCE MANAGEMENT

1. Sends Dept. reminders of review deadlines.
2. Maintains accurate personnel file documentation.
3. Maintains current client Job Description program database.

VIII. TRAINING

1. Maintains Training Control Report.
2. Identifies professional development needs of assigned clients and coordinates with TPO to fill those needs.
3. Coordinates training program details as assigned, including scheduling, notifications, physical set up.

IX. TERMINATION

1. Coordinates and schedules Exit Interviews; conducts meetings as assigned.
2. Closes and transitions benefit programs.
3. Retains employment records according to law.
4. Provides documentation to payroll for final compensation.

X. EMPLOYEE RELATIONS

1. Coordinates and implements various employee relations programs as assigned.
2. Refers potential employee relations problems to TPO or client authority for handling.

XI. SAFETY

1. Maintains postings and records as required.
2. Schedules and coordinates OSHA training program as directed.
3. Uses equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards, and observes common sense rules of safety in all on-the-job activities.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge: General knowledge of principals and practices of personnel administration, including federal, state and local laws and regulations governing personnel administration and safety; knowledge of sound techniques in all aspects of HR management. Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, take advantage of opportunities, and maintain state-of-the-art practices. Keeps abreast of current regulations, trends and practices in HR field.

Skills: Strong interpersonal and organizational skills; demonstrated ability to communicate in situations requiring tact and poise; skilled in confidentiality and discretion. Highly collaborative and able to work on multiple projects/assignments with multiple clients. Must possess exceptional written and verbal communication skills, including accurate grammar and business correspondence knowledge. Thorough knowledge of office administration and skilled in customer service and employee relations. Working knowledge of efficient filing systems, office machines and equipment, including computer hardware and software.

Abilities: To apply and adapt practices and techniques to special circumstances; to establish and maintain effective relationships with employees, peers, management, superiors, board members, consultants and others; to present facts and recommendations effectively in oral and written form; to ensure optimum performance of the function. Must know position and personal limitations and provide information only as able and directed. Must be able to adjust tasks and focus with poise, and in accordance with changing deadlines and priorities.

EDUCATION

Community college graduation in appropriate field, or two (2) years responsible HR experience, or any combination. Knowledge of HRIS systems and statistical procedures. PHR/SPHR certification preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret employment regulations and journals. Ability to respond to, and effectively present information about, basic inquiries from employees, and management.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS AND ABILITIES:

1. Must be highly computer literate and familiar with advanced word processing and spread sheet applications in a Windows environment.
2. Familiar with Windows applications and basic network systems.
3. Must be organized, creative, independent and self-motivated, enthusiastic, dependable, detail-oriented, flexible in scheduling and prioritization, and driven by excellence.
4. Conducts self in a manner reflecting credit on TPO and our clients and encourages others to do the same.

PHYSICAL DEMANDS: 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 functions.

- While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit. Employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
- Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to the risk of electrical shock.
- Noise level in the work environment is usually moderate.

Signature of Approval: _____
Authorized Signature Date

ACKNOWLEDGMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for TPO to retain necessary flexibility to meet organizational and client needs, this job description may be modified from time to time.

Employee Signature Date