

**Crusader Central Clinic
JOB DESCRIPTION**

Job Title: Human Resources Generalist

Job Status: Exempt

Job Grade: 23

Manager Title: Director of Human Resources

POSITION SUMMARY:

The scope of the Human Resources Generalist is to manage the on-boarding process of new hires, recruit hourly employees and provide administrative support to the Human Resources Department. The major responsibilities are in the following functional HR areas: Recruitment, HRIS, Performance Management, Employee Recognition, Workforce Training, and Personnel Records and Retention. This position reports to the Director of Human Resources.

ESSENTIAL FUNCTIONS:

1. Demonstrate the qualities outlined in the "Customer Service Standards of Excellence" program, "The Crusader Way" and "AIDET" when interacting with patients, their families and friends, and fellow employees.
2. Manage the on-boarding process for new hires that includes, but not limited to the first day on-boarding process for new hires, design and presentation of monthly new hire orientations and quarterly new hire follow-up luncheons.
3. Conduct the recruitment efforts of non- technical hourly employees, including temporary employees. This involves working with the hiring manager, evaluating resumes, posting positions (internal and external), interviewing, tracking candidates, and making job offers. Additionally, will maintain the HR electronic recruitment mailbox for all positions posted.
4. Conduct HR exit interviews for all technical professional non-management personnel.
5. Maintain compliance with federal and state regulations concerning recruitment and employment laws.
6. Develop and maintain relationships with employment agencies and other recruitment sources.
7. Enter demographic/compensation/benefit updates in the Human Resource Information Management System (HRIS) while ensuring the accuracy of the data.
8. Administer annual holiday years of service certificates and gift certificates.
9. Maintain and logs employee annual and 90-day performance evaluations in the HRIS. This includes creating a process for following up with managers on employees rated Needs Improvement and/or Building Competency.
10. Manage the Service Award Program. This includes but is not limited to coordination and ordering of service award gifts, employee invitations, and preparation of internal and/or external service award events.
11. Coordinates all internal workforce training sessions.
12. Maintain the accuracy of the personnel files and completes personnel filing weekly.
13. Respond to all written and telephone employment verifications. Follow the employment verification policy listed in the employee handbook.
14. Tracks department orientation checklist and competencies, new hire documents, annual trainings, and policies and procedures.
15. Provides staff members with information by answering employee requests and questions.
16. Provides a wide variety of clerical, technical, administrative and office support to the HR department and/or administration department.
17. Order lunches for Human Resources functions.
18. Coordinates the annual blood drive.

19. Tracks the driver's license and liability insurance on employees, per employee handbook policy.
20. Provides HR metrics on recruitment and on-boarding statistics.
21. Performs other related duties as required and assigned.

QUALIFICATIONS:

Knowledge of:

- Human resources functions and procedures
- Office procedures, methods, and equipment
- HR Recruitment practices
- Mathematical principles
- HR Employment Laws & HR Principles
- HR Metrics
- Performance Management

Ability to:

- Work in a team oriented environment
- Manage all the functions of the position
- Follow-up timely with staff and/or vendors
- Administer company policies and procedures
- Problem solve
- Create HR metrics
- Travel to other locations and/or to seminars locally
- Comply with the standards as outlined in the Code of Ethical & Professional Standards in Human Resources Management
- Follow CCH policies and guidelines
- Supports the Mission of the Organization
- Make decisions in accordance with laws, ordinances, regulations and established policies
- Display AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You) in to interactions with internal and external customers
- Perform a variety of office support and clerical duties and activities of a general and specialized nature in support of human resources functions
- Write clearly and concisely. Must edit work for spelling and grammar. Present numerical data effectively and be able to read and interpret written information
- Communicate with all levels of employees/vendors/guests professionally
- Effectively present information and respond to questions from managers, employees, and the general public
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
- Understand, follow, interpret, and apply general administrative and departmental policies and procedures
- Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events
- Prepare and maintain records
- Be detail oriented with the ability to work with minimum/no supervision
- React well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for your own actions; and follow through on commitments
- Identify and resolve problems in a timely manner

- Manage difficult or emotional employees or situations
- Support organizational goals and values
- Conserve organizational resources by being cost conscious
- Look for ways to improve and promote quality; demonstrate accuracy and thoroughness

EDUCATION/EXPERIENCE/TRAINING:

Minimum of an Associate's Degree. A Bachelor's Degree in Human Resources Management is highly recommended. PHR or SHRM-CP Certification is a plus.

Experience:

Must have 2 years of recent Human Resources experience and demonstrate HR knowledge in basic HR practices, policies, and knowledge of employment laws

Previous experience working in a highly functioning HR department is a plus

Ability to multi-task and shift focus swiftly without hesitation

Experience with hourly recruiting

Good punctuation, spelling, grammar and attention to detail a must

Strong interpersonal skills required

Experience with Microsoft Office Suites

Technical Knowledge:

Software:	Previous HRIS experience a plus
Knowledge:	MS Office (Word, Excel, PowerPoint), Internet
Equipment:	Common office machines

PERSONAL CHARACTERISTICS:

- Exude strong customer service skills
- Strong interpersonal and communication skills
- Maintain a professional appearance and provide a positive company image to the public
- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives

Physical Requirement Form

Job Title: Human Resources Generalist

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing			X	
Walking			X	
Climbing				X
Bending			X	
Pushing / Pulling			X	
Carry / Lift	1-15lbs		X	
	15-30lbs			X
	30-50lbs			X
Fine hand / Eye Coordination	X			
Exposure to Blood and Body Fluids				X
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals				X
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.