



## **JOB DESCRIPTION**

### **HR Generalist**

**Reporting To:** Manager, People Operations  
**EEO Category:** Administrative Support Workers  
**Created:** 11/28/2017

**FLSA Status:** Full Time, Exempt  
**PRO:** HR Positions  
**Modified:** 03/09/2020

#### **POSITION SUMMARY**

The HR Generalist is responsible for performing HR-related duties on a professional level and works closely with the Manager of People Operations and Aspire's management team to ensure that operational goals are met. This position will support every functional area of human resources within the team, including but not limited to: payroll, benefits, recruiting, employee relations, talent management, engagement and retention, and training in addition to being directly responsible for: compliance, record keeping and reporting, auditing, and helping implement new strategies and initiatives organization wide.

#### **ESSENTIAL RESPONSIBILITIES**

##### **Employee Relations**

- Assist Manager, People Operations with employee relations matters, up to and including investigations, if needed
- Monitor disciplinary process; distribute appropriate forms/notices; track outstanding documentation and follow-up to ensure receipt
- Provide coaching for managers and counseling for employees in regards to employee relations matters
- Monitor and positively impact employee engagement
- Assist Manager, People Operations with the administration of HR policies and procedures organization-wide
- Facilitate conversations between members of management and their direct reports through difficult conversations, and/or transitions
- Help ensure employees understand their connection to the mission through the services they provide to those we serve and the impact they have on their team members, coworkers, and other employees
- Assist in developing, and recommending goals, objectives, policies, procedures, work standards, and administrative control systems

##### **Employee Data Management**

- Generate compliance reports as needed or requested (i.e. EE01, Workforce Development, DCS, etc.)
- Conduct appropriate audits to ensure data integrity in HR systems
- Manage electronic personnel files in accordance with state/federal regulations and retention dates
- Assist with HRIS implementations, testing, maintenance, and security
- Perform computer data entry and electronic file maintenance
- Responsible for updating and maintaining current and accurate data electronic employee data, including processing all changes in the HRIS system and Directory

### **Process Improvement**

- Continuous engagement in process improvement practices
- Utilize root cause analyses in HR processes
- Research historical and best practices
- Identify means of remedy
- Implement solution, monitor and test periodically to ensure effectiveness

### **Administrative Support Services**

- Responsible for maintaining sufficient cross training to be able to provide coverage and support for payroll and benefits administration
- Engage in the practice of process improvement, utilizing root cause analyses, researching past and best practices, identifying means of remedy, implementing solutions and monitoring and testing their effectiveness
- Perform administrative functions, such as processing bills, ordering supplies, filing, copying, process outgoing mail, and open/distribute incoming department mail
- Prepare information for audits as requested
- Prepare documentation for legal proceedings as requested
- Perform timely departmental filing
- Provide administrative support to the HR Team, Manager and Vice President, People Operations
- Provide support to human resources team members and perform other human resource functions, as assigned
- Maintain original policies folder; ensure updates are applied to physical and electronic copies
- Process paperwork for all incoming new hires and as a result of internal employee moves and changes; updating their information in all applicable HRIS systems and the Intranet

### **Customer Service**

- Interact with staff and others in a positive, helpful and professional manner via phone or in person
- Respond timely to inquiries from staff and/or others with a strong ability to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Provide accurate information regarding Aspire procedures, policies, benefits, to staff and/or applicants
- Provide support, such as scheduling meetings, correspondence, report creating,

### **Coordination and Communication**

- Build and maintain a strong network of external relationships with vendors
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types

### **Professional Development**

- Complete and maintain compliance with required trainings and/or education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field

## **COMPETENCIES**

### **Core Competencies**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

### Position-specific Competencies

- **Detail-oriented** – Ensure accurate record keeping with meticulous attention to HR records, documentation and other business documents
- **Problem-Solver** – Critical, creative thinker in solving problems and reaching goals
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for staff, vendors and/or other business contacts
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assist staff, applicants, vendors and/or other business contacts in an organized, efficient, and steady manner; take pride in maintaining accurate systems

### CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

#### Education

- A bachelor's degree from a college/university accredited by the U.S. Department of Education

#### Experience

- Three (3) to Five (5) years experience serving in a generalist or equivalent role, 5 or more years highly preferred
- Must have intermediate to advanced computer skills, preferably with an HRIS system
- Healthcare and/or non-profit experience preferred; solid understanding of the behavioral health field a plus

#### Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently, as well as, part of a team
- Maintain compliance with applicable employment and labor laws
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, postage meter, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and the ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic

#### Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

#### Supervisory Responsibilities

This position has no supervisory responsibilities

**Work Hazard Category**

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

**Physical Demands & Working Conditions**

The nature of work (physical, mental and visual demands) is consistent with a high activity. General office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Heavy exposure to PC and phones
- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Prolonged sitting, some bending, stooping, stretching, reaching, standing, walking
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs.
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Must be available after normal working hours and on holidays to manage emergencies that may arise

**Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_