



JOB DESCRIPTION

Lead Generalist, People Operations

Business Unit: Aspire Indiana

Department: People Operations

Reporting To: Manager, People Operations

Created: 09/09/2020

Location: Noblesville, IN / Remote

Site: Noblesville Administration

FLSA Classification: Full Time, Non-Exempt

Modified:

POSITION SUMMARY

The Lead Generalist, People Operations is responsible for performing HR-related duties on a professional level and works closely with the Manager, 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

- Lead or collaborate with Manager, People Operations on 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, provide coaching 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
- Assist with HRIS implementations, testing, maintenance, and security

Process Improvement

- Continuous engagement in process improvement practices
- Engage in the practice of process improvement, utilizing root cause analysis
- Research historical and best practices
- Identify mean of remedy

- Implement solution, monitor and test periodically to ensure effectiveness

Support Service

- Responsible for maintaining sufficient cross training to be able to provide coverage and support for payroll and benefits administration
- Process TPA, vendor and servicer invoices
- Prepare information for audits as requested
- Prepare documentation for legal proceedings as requested
- Provide support to the People Operations Team, Manager and Vice President, People Operations
- Maintain original policies folder; ensure updates are applied to physical and electronic copies
- Perform other human resource functions, as assigned

Customer Service

- Interact with staff and others in a positive, helpful and professional manner via the HR ticket system, phone, email or video
- Respond promptly and positively 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
- Foster positive communication and a team work atmosphere

Performance

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, etc.)

Coordination and Communication

- Build and maintain a strong network of external relationships with vendors and external contacts
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Communicate effectively and collaboratively with Aspire department representatives
- Open to coaching; respond appropriately to direction from management
- Respond in a calm and effective manner to a variety of inquiries, requests, and/or feedback regarding programs, policies, procedures, projects, or individual performance
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of the organization
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Report any incidents or difficulties with performing these functions to a member of management in a timely manner

Reporting and Documentation

- Maintain necessary personnel files and any other business documentation according to Aspire standards
- Timely complete and maintain all external required reports and/or documentation according to Aspire standards, policies and procedures, and as required by external agencies

Professional Development

- Complete and maintain compliance with any and all required trainings, certifications and continuing education requirements for the position to enhance professional and job-related skills
- Participate in appropriate team and/or administrative meetings, assigned committees, in services, and other continuing education/training

- Attend community education events/seminars to continue developing expertise in the field and improve important professional relationships
- Proactively create and execute a professional development plan to stay current within field

CORE VALUES

- **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
- **Self Care** - Takes deliberate care of our own mental, emotional, physical, financial, and social well-being

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 produce 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

SKILLS, KNOWLEDGE & ABILITIES

Education and Experience

- A bachelor's degree from a college/university accredited by the U.S. Department of Education
- Five (5) to Seven (7) 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
- PHR or SHRM-CP highly preferred

Other

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to demonstrate the effective use of Human Resource Information Systems (HRIS)
- Must be knowledgeable of local, state, and federal employment laws and regulations
- Must be able to work independently and collaboratively within a team setting
- Maintain compliance with applicable employment and labor laws
- Must be able to respond appropriately and effectively in crisis situations by using good judgement and following Aspire protocols
- Must be detail oriented, have excellent organizational skills and be flexible
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must possess the ability to learn and utilize relevant computer operating systems, and the ability to operate a variety of office equipment
- 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)

- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Must have reliable transportation to attend trainings and/or meetings
- 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 physical, mental and visual demands are 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.

- Predominantly an office-based environment, travel within the community, as needed
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 90% of the time
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- 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.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 10% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office
- 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: _____