

**Classification Series:**

Human Resources Support Occupation

Bargaining Unit

Excluded

Human Resources Senior Generalist

SERIES PURPOSE: The purpose of the Human Resources Support occupation is to perform, coordinate, and/or manage human resources programs and/or sub-programs, with assignments increasing in the degree of complexity and independence as employees move through the series.

CLASS CONCEPT: The class works under general supervision and requires considerable knowledge of public, business, or human resources administration, and/or human resources processes and procedures in order to assist in the development of policies and procedures affecting employees and to provide technical assistance related to the assigned area. Assignments may include providing input into the development of human resources work processes and training staff members.

Incumbents complete assignments that require research, selection, and application of human resources techniques using independent judgment to make adaptations, modifications, and recommendations; assignments have clear and specified objectives and require the investigation of several variables.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Serves as the internal training specialist on HR software, systems, and procedures; trains employees on navigation through various applications in the human resources information system (HRIS). Collaborates with constituents and colleagues to identify training needs and requirements; attends educational seminars, professional development classes, and etc. Identifies efficient and effective training delivery processes; plans and coordinates the scheduling of training opportunities for HR staff.

Acts as a lead worker; a lead worker has one or more employees assigned to their area of expertise and directs, plans, schedules, and assigns work. Assists lower-level support personnel and external entities in problem resolution; refers only the most unusual and/or complex issues to the supervisor. Maintains expert knowledge of office policies, procedures, and general information to assist lower-level personnel as well as the public and other external entities.

Provides guidance and work direction to HR Generalists on daily operations; independently provides interpretations of policies and procedures as they would apply to each situation; makes recommendations regarding process and procedure changes and follows through with implementing and communicating the changes.

Conducts classification and compensation reviews as needed; develops and/or revises position descriptions and recommends appropriate classification and compensation structure; reviews, develops and revises position description and classification specifications. Assists managers/supervisors in developing or updating vacant positions in the applicant tracking system; provide support and resources to hiring managers throughout the recruitment and selection process.

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POSITION DESCRIPTION

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Serves as liaison, responds to inquiries, and represents the Office of Human Resources to current employees, administration, applicants, external agencies, etc. Supports employees throughout the employment life cycle as the primary point of contact.

Processes, administers, and facilitates postings in the applicant tracking system; coordinates additional advertising; tracks and manages position requests from initiation through filling of position. Advises and/or consults with applicable bargaining unit president, officers, or members about positions and searches.

Processes appointment recommendations and initial appointments; facilitates onboarding; plans, coordinates, and executes orientation sessions. Creates and maintains personnel files and other records.

Produces, processes, and distributes appointments; consolidates employment records and application information into prescribed format.

Supports the labor relations function as needed.

Enters transactions into the Human Resources Information System (HRIS); makes all changes and/or builds codes as needed; prioritizes entry of personnel actions; verifies accuracy in a timely manner; creates new employee profiles in the HRIS.

Instructs employees in proper procedures to complete and submit forms and/or other documents; updates employees on new procedures. Prepares and processes various documents of a confidential and/or sensitive nature; proofreads and corrects errors in grammar, punctuation, and spelling. Coordinates special projects and provides information to administration.

Performs a variety of calculations to ensure the accuracy and integrity of information entered into the HRIS. Calculates back pays, overpayments, corrections, and revisions as needed. Independently processes labor redistributions as needed. Serves as liaison with Payroll.

Utilizes the applicant tracking system to record employee personnel actions, separate employees, move applicants/candidates in the workflow(s), respond to inquiries, provide direction to departments and hiring managers, create hiring proposals for approval, and etc.

Verifies and maintains forms I-9 as required by the Department of Homeland Security. Processes background screenings: monitors result and refers to supervisor.

Provides input on new program/policy design and/or implementation; maintains databases; aids employees; acts on behalf of supervisor as assigned.

Acts as liaison between office of human resources and employees in interpretation of policies, contracts, and Federal and State laws, rules, and regulations, as well as administrative procedures.

Conducts public relations activities; assists in preparation of procedures manuals; assists in development of forms and instructional materials; reviews procedures and prepares memorandums recommending administrative changes to increase efficiency; assists with preparation of agenda, materials, information, and reports for meetings as assigned; attends meetings.

Maintains filing system for records associated with personnel actions and employee records processing. Compiles information to complete internal and external forms and reports.

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Performs clerical duties such as filing, opening and sorting mail, operating a variety of office equipment, and etc. Manages business functions of office; prepares and monitors budgets, transfers funds with direction; processes bills/invoices for payment; purchases supplies and equipment and reconciles same within procurement systems; keeps fiscal and personnel records.

Other Functions and Responsibilities: Trains new hires.

Performs other duties as assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

Knowledge, Skills, and Abilities:

Knowledge of: Form I9 completion, storage, and retention as required by the Department of Homeland Security; the HR and/or Payroll components of the Banner system*; workforce management platform NEOED or related system; interviewing*; training and development*; technical writing; effective oral communication; human resources processes and procedures; customer service and public relations; employment processing procedures*; HR/Payroll component of the Banner system*; university policies and procedures*; applicable federal and state laws*; collective bargaining agreements*; assigned program area*.

Skill in: Microsoft Office applications; operation of a personal computer and common applications and programs; HR Software programs and/or systems.

Ability to: define problems, collect data, establish facts and draw valid conclusions; prepare meaningful, concise, and accurate reports; gather, collate, and classify information about data, people, or things; recognize and maintain confidential information; perform basic mathematics; proofread material, recognize errors, and make corrections; check pairs of items that are similar or dissimilar; deal with some abstract variables; research and answer sensitive inquiries from various constituents; understand and interpret insurance contracts; use proper research methods in gathering data; resolve complaints.

(*) Developed after employment.

Minimum Qualifications: High school diploma or GED and at least four years of experience in human resources administration or a related field. Or completion of at least a bachelor's degree and two years of experience in human resources administration or a related field.

Preferred Qualifications: Higher education experience. Demonstrated experience with collective bargaining agreements and/or labor unions.

Physical Requirements: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

Sedentary: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally, and all other Sedentary criteria are met.