**Job Title:** Human Resources Generalist

**Department:** Human Resources

**Reports To:** Human Resources Manager

**FLSA Status:** Exempt

**POSITION SUMMARY**

Administers Human Resources policies, procedures, and programs related to employee relations, compensation, employee orientation, and state and federal regulations. Interprets Human Resources policies, procedures, programs, and related laws, and consults with site leadership on simple to moderately complex employee relations and organizational issues. Coaches site leadership on the implementation and communication of new and existing programs.

**ESSENTIAL DUTIES AND RESPONSIBLITIES**

* Coaches and advises supervisors/managers/leadership on a variety of routine to complex employee relations issues, provides problem resolution and conflict management guidance for employees, and ensures uniform and equitable applications of policies and procedures.
* Investigates a variety of issues, which include disciplinary actions, policy violations, and other performance issues. Recommends employee relations practices necessary to establish positive employer-employee relations.
* Administers compensation programs in collaboration with the HR Manager and provides guidance and education on policies and procedures, the common salary review process, market adjustments, and the job analysis process.
* Identifies retention issues during and after the employment process and assist with employee retention planning. Conducts exit interviews and may recommend and assist in developing appropriate follow-up plans.
* Assists site leadership with new hire and onboarding process.
* Acts as a resource to site leadership and employees for benefits education and answers basic questions regarding benefits.
* Works with leadership to provide guidance related to Human Resources policies, procedures, programs, and laws and assists in creating solutions.
* Administers and communicates the requirements of state and federal regulations affecting Human Resources functions and assist in ensuring policies, procedures, and reporting are in compliance.
* May lead or be asked to facilitate focused Human Resources related projects/program management.
* Advises HR staff of existing or potential problem areas
* Works with the Human Resources team to support cultural change initiatives.
* Evaluates the effectiveness of existing human resource programs to ensure they continue to meet their designed purposes.
* Other duties may be assigned.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The 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.

* Bachelors degree preferred; or training and knowledge of Human Resources and general business practices equivalent to that which would be acquired by completing a regionally accredited bachelor’s degree program.
* A minimum of 3 years progressively responsible experience in Human Resources which include experiences in administering Human Resources policies and procedures, resolving general employee relations issues, familiarity with compensation & benefits procedures and programs, recruiting candidates for a variety of jobs, and communicating with employees and leadership.
* Professional in Human Resources (PHR)/Certified Professional (SHRM-CP or Senior Professional in Human Resources (SPHR)/Senior Certified Professional (SHRM-SCP) certification preferred.
* Must be proficient in the use of Microsoft Office (Excel, Access, PowerPoint and Word) or similar products. Familiarity with HRIS software highly desirable.
* Travel between store locations is required.

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES**

* Commitment to excellence in customer service and other Mega values.
* Demonstrated knowledge and understanding of compensation and benefits administration, employee relations, and recruiting and retention principles and practices and how each relates.
* Demonstrated knowledge of the laws and regulations that impact human resource functions including Family and Medical Leave Act (FMLA), Fair Labor Standards Act (FLSA), Equal Pay Act, (EPA) Title VII of the Civil Rights Act, and the Americans with Disabilities Act (ADA).
* Ability to make recommendations to effectively resolve problems or issues, by using judgment that is consistent with standards, practices, policies, procedures, regulations, and laws.
* Effective customer service skills both in person and over the phone to employees, participants and other internal/external customers required.
* Excellent oral, written, and interpersonal communication skills required. Writes clearly and informatively, editing work for spelling and grammar, and varies writing style to meet needs. Presents numerical data effectively and clearly. Able to read and interpret written information, and communicate that information to users when necessary.
* Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions and participates in meetings. Responds promptly to user needs, soliciting feedback to improve service, responding to requests for service and assistance. Also manages difficult or emotional situations appropriately.
* Ability to work within deadlines with a high attention to detail.
* Flexibility to work the number and schedule of hours needed to accomplish regular and ad hoc job responsibilities.
* Excellent independent problem solving and decision-making skills, including appropriate problem identification, research and analysis, idea generation, and implementation of resolutions.
* Excellent organizational skills, including the ability to effectively and competently handle multiple priorities simultaneously and the flexibility and ability to quickly adapt to changes.
* Strong conflict management and negotiation skills.

I understand and agree to the duties and expectations of my role as outlined in this job description.

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Team Member Name

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Team Member Signature Date