

# CC Communications Position Description

## Job Title: Human Resources Generalist

**Department:** Human Resources

**Reports To:** CFO

**FLSA Status:** Exempt

**Date Prepared:** June 24, 2024

**Approved By:** \_\_\_\_\_

Date Approved \_\_\_\_\_

**Wage Schedule:** Salaried

### POSITION OVERVIEW:

Position is responsible for providing high-level administrative, technical, and professional human resources support by providing information to staff and managers as to various aspects of personnel policies, recruiting and selection, labor and employee relations, risk management, safety, entitlements, benefits, leave, etc. Position also maintains human resources records and files as well as comprehensive databases.

Human Resources Generalist shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth.

**EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES:** The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein. Marginal duties (shown in italics) are duties which may need to be performed but which are **not** essential duties of the position.

1. Establishes and maintains various confidential personnel files for all staff. Ensures that any confidential medical information is maintained in a separate employee file.
2. Answers human resources inquiries and resolves technical human resources issues for employees, managers, retirees, beneficiaries.
3. Establishes and maintains HR databases including employee data, information on vacancies and hiring process, benefit information, training, etc.

4. Provides advice and assistance to managers, supervisors, and employees in the areas of recruiting, selection, performance management, training, discipline, retention, transfer, promotion, classification, compensation, benefits, employee and labor relations.
5. Facilitates interviews for vacant positions. Schedules raters and applicants, ensures that materials are ready, instructs raters and guides candidates through the process. Tallies scoring sheets and compiles ratings as to the total selection process. Informs and guides Managers in the selection process. Prepares non-selected letters to candidates and prepares letter of offer to candidate selected.
6. Conducts orientation for new hires including obtaining and verifying appropriate hiring documents, e.g., I-9s, W-4s, etc., providing benefit forms and explanation of benefits offered, providing Employee Handbook, etc.
7. Provides interpretation of policies, rules, or procedures; explains personnel policies and procedures to all levels of staff, including but not limited to, vacation and sick leave, FMLA leave, workers' compensation, safety programs and policies, recruitment processes, and employee benefits programs.
8. Maintains job descriptions in official job description resource directory, in employee's personnel file and in HR database.
9. Writes and distributes vacancy announcements. Screens applications and supplemental materials received for vacant positions.
10. Reviews employee data changes received from employees and personnel action forms from supervisors/managers for accuracy and appropriateness. Researches and corrects discrepancies. Records and processes changes in the HRIS.
11. Computes employee eligibility for Sick Leave holiday floater (extra day off for taking only two days of less of sick leave in a year) and PERS (Public Employees' Retirement System) conversion of leave to retirement credit.
12. Maintains database as to employee evaluations, i.e. when they are due, when they were completed, increases recommended, etc. and prepares reports for CFO and General Manager as to overdue or delinquent evaluations.
13. Acts as liaison with brokers and insurance companies.
14. Issues Family and Medical Leave Notices, determines eligibility, tracks leave, ensures that medical certification have been received prior to return to duty and answers managers, supervisors and employees inquiries regarding ongoing or potential FMLA issues.
15. Compiles data for statistical reports and presentations.
16. Maintains master copy of Employee Handbook, CC Communications and Churchill County Personnel Policies, Employee Union Contract, resource manuals and guides and publications.
17. Responsible for planning, coordinating, conducting and monitoring safety training programs to ensure compliance with OSHA standards and all other applicable regulations. Identify additional training programs that may be needed and make appropriate recommendations.
18. Ensures compliance with CPNI (Customer Proprietary Network Information) training requirements.
19. Processes on-the-job accident claims, pension, death and long term disability cases.

20. Investigates on-the-job accidents and makes recommendations to prevent future occurrences
21. Monitors and tracks the use of temporary staff from outside staffing agencies.
22. Prepares forms, memos, reports, letters and content invoicing.
23. Reviews and tracks content contracts and prepares reports.
24. Operates various office machines including the copy machine, personal computer, postage machine, calculator, laminating machine, and multi line telephone.
25. Maintains specialist expertise in human resources laws, regulations, systems, and programs. Keeps abreast of developments in the human resources field by reading relevant newsletters, bulletins, changes to resource manuals, attending classes, etc.
26. *May perform support tasks for the General Manager.*
27. *Back-up for AP and Payroll*
28. Recognizing that job safety is a primary objective in functional areas of the company, develops, attends and participates in company safety and training meetings.
29. Must maintain confidentiality of all property and proprietary information.

**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.

- Ability to communicate effectively with staff, internal and external customers and members of the public on human resources and benefit issues and company services in a helpful, positive and professional manner.
- Knowledge of personal computers, Microsoft Office and HRIS.
- Ability to operate office machines, demonstrate keyboard skills and manipulate database/s.
- Ability to operate a multi-line phone system.
- Ability to demonstrate good customer service skills and have a neat appearance.
- Ability to establish and maintain a good working relationship with co-workers, supervisors and managers, other company employees, retirees and the general public.
- Ability to communicate positively and knowledgably over the telephone.
- Ability to interact with a variety of personalities and diffuse confrontational situations.
- Skill in paying close attention to detail, showing initiative and accepting responsibility for own activities while working with only general supervision.
- Ability to maintain complete confidentiality of all personnel records and company proprietary information.
- Ability to read, write, comprehend and speak English.
- Ability to maintain a good attendance and timeliness record and conform to expected periods of work.

**EXPERIENCE and/or TRAINING:** Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

- Completion of the requirements for a high school diploma or equivalent **and**
- At least three years of progressively responsible experience working in an office setting performing administrative support duties. Completion of credits above the high school level in a field related to business, human resources or general management may be substituted for one year of the required work experience described above.
- At least three years of experience performing benefits explanation and/or processing, workers' compensation, risk management, technical human resources or payroll responsibilities.
- Bachelor's Degree or PHR certification preferred.

**PHYSICAL REQUIREMENTS:** the physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination and vision to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, stoop, sit and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Some bending, reaching, squatting and stooping to access files and records is required. Sufficient manual dexterity and cognitive ability to operate a personal computer using word processing, spreadsheets and databases. The ability to communicate face to face and via telephone. The ability to move or lift at least 25 pounds on a recurring basis. Specific vision abilities required include close, vision, distance vision, depth perception and the ability to adjust focus.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING ENVIRONMENT:** Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur.

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Employee Signature

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Date

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Manager's signature

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Date