

HUMAN RESOURCES GENERALIST

Department: Human Resources

Division: NA

Appointing Authority: Director

Grade: NR3

Revision Date: 9/21

Bargaining Unit: NA

Definition:

Skilled professional to perform highly responsible and executive level administrative and record keeping work of a complex and confidential nature to the City of Greenfield. This position assists the HR Director in the completion of all Human Resource functions, while ensuring compliance with all State, Federal and local employment laws and regulations. Acts as the point person for information from the Human Resources department. The Human Resource Generalist is responsible for maintaining and improving the efficiency and effectiveness of all areas under their direction and control.

Supervision:

Works under the supervision and direction of the Human Resources Director and in accordance with City policies, State, Federal and local laws and regulations. Ability to establish own work plan, supports the HR Director's department objectives and goals, perform operations, and complete assigned or scheduled tasks and task list according to a prescribed time schedule with strong attention to detail. Position is given general objectives and may be monitored for progress, coordination and completion.

May supervise or oversee up to 3 employees in areas of responsibility, assigning tasks, providing additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The completion of the task list and such assignments are to be reviewed and checked for quality and accuracy of work (i.e. daily, weekly, bi-annual, etc.). The responsibility for keeping/meeting departmental deadlines and re-occurring deadlines lies with the Generalist. The HR Director may from time to time ask if they are being met.

Environment:

Duties are performed under fast paced, high pressure office conditions and environment. Minimal physical effort required. Operates standard office machines such as computer, calculator, telephone, printer and similar type equipment. Frequent interruptions disrupt workflow such as assisting with phone calls, walk-in citizens, employees, retirees, department heads and representatives of other government and municipal agencies and consultants or the general public.

Errors in judgment or administration decisions may adversely impact operations, result in serious, significant legal or financial repercussions, poor public relations for the city, cause confusion and delay, and significant loss of employee trust and confidence in departmental operations.

Essential Functions: (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Under general supervision of the Director, functions primarily independently with general guidance and using considerable judgment for planning, implementing, coordinating, administering a variety of projects, activities, tasks, duties, and supervising the completion of these departmental functions; defines and resolves administrative and operational issues and problems.

Performs varied functions requiring thorough knowledge and understanding of departmental operations, Massachusetts General Laws, local and Federal employment laws. Requires considerable initiative to interpret guidelines, union contracts, applicable laws, laws that will be changing, rules, regulations, policies and procedures to ensure compliance in carrying out assignments. Work at this level requires a higher level of independence and decisions over specified, standardized activity areas, and refers only highly unusual or technical problems to the HR Director.

Has regular access to a wide variety of city-wide and departmental confidential information such as personnel records, employee medical records, collective bargaining information such as negotiating positions, pending lawsuits and investigations, inter-departmental plans and programs; employee disciplinary records, and other records subject to non-disclosure or limited disclosure pursuant to statutory prescript all of which require the application of appropriate judgment, discretion and professional protocols.

Coordinates, assists and oversees personnel requisitions from department heads, HR staff in communicating with job applicants to provide information on positions available and city application procedures and that required information is received; assists in the hiring process, including recruitment efforts, hiring and on boarding activities for all city positions, such as, posting and notification of vacancies and bid awards to departments and union chairs/presidents where applicable, preparation of advertisements, and monitoring of eligible lists.

Organizes and reviews employment applications and assists in the interview process where applicable including but not limited to interviewing candidates for employment. Creates and revises interview questions with ratings and explanations for department heads. Coordinates and administers any skill check and assessment exams, if applicable. Creates employment offer letters according to applicable contract and makes offer contingent in successfully completing special job requirements. Schedules and oversees completion of applicable special requirements such as pre-employment drug tests, physicals, 49CFR release of information, pre-employment medical form, clearinghouse queries, driving record check, CORI, SORI, reference checks and verification of credentials.

Schedules and conducts new city employee orientations, assists with enrollment paperwork and benefit selection including health and dental insurance, life insurance, retirement, flexible spending accounts, direct deposit, deferred compensation and any other paperwork as appropriate. Reviews the City policies with employees; interprets rules, regulations and procedures at the direction of the HR Director.

Assists or is responsible for personnel administration including: processing of unemployment including research and preparing for unemployment appeals and hearings, workers' compensation, injured on duty claims and appropriate leaves, Employee Assistance Program (EAP), civil service, and promotional process.

Maintains all human resource records for existing employees; updates employee charts with new hires, terminations, salary and compensation changes and job classifications, including keeping current charts in CBA binders. Updates MUNIS software, with appointments, military leave etc. for PD and FD.

Works in conjunction with the Council on Aging Director to process and enroll new Senior Tax Work Off employees or renew employment for existing program workers. Responsible for seasonal certification and on boarding of Recreation and DPW Seasonal employees each summer. Confirm and process all identification, retirement, Federal and State tax withholding and other forms. Process employee separation paperwork as necessary at end of program or season. Oversees that data tracking and maintenance of charts for volunteers, TWO, interns, temporary and seasonal employees and other departmental responsibilities including regular audit of employee charts are completed regularly by HR staff.

Serves as the employee training coordinator by researching, developing, preparing, and recommending city wide and departmental training to the HR Director. Administers and implements approved training programs that support city policies; apply for grants such as MIIA Risk Management grants annually or when they become available; safety, annual SHP training for both group and individual employees, including presentations, training programs/sessions and seminars; oversees the scheduling of the trainings and tracking of applicable policy receipts and certifications by HR staff. Administer all activities of HR staff training programs.

Coordinates and oversees the accuracy, deadlines and completion of the benefits administration process, including employee and retiree benefits enrollment, changes and termination; monthly reconciliation of invoices for health, dental, COBRA, life and other supplemental benefits for active and retired city, school and GCET employees and active FHETC employees; notifications to payroll and retirement administrator of benefit effective dates and applicable changes; notifications to employees with benefit and wellness information, annual open enrollment and processing of those changes, annual retiree seminar, annual retiree packets, annual CMS reporting, maintaining MS Access census and data tracking programs, LOA being tracked regularly, and timely distribution of required documentation.

Responsible for ensuring procedure books describe current procedures and requirements and task lists for all HR positions are kept current; Quarterly review and revisions if applicable of

policies and other forms in the various hire packets including retiree packet; HR web page is maintained and current with policies and job vacancies; weather closing notices are sent promptly; Provides additional, specific instruction for new, difficult or unusual assignments including suggested work methods for HR staff. Oversees salary and position surveys are completed by HR staff and results are filed in binders; ensures EEO biennial reporting and bi-annual full audits are completed in all areas (i.e. door access list; employee I.D. list; I-9's; census; PD and FD insurance list, etc.); verify holiday door schedule is current and accurate by HR staff; Longevity, probationary periods, seasonal application, compliance with distribution of required documents, holiday lists, retiree packet and any other related, critical pieces are calendared with reminders.

Frequent contact by means of telephone, email, in-person, written correspondence, greeting and assisting current or prospective employees, department heads or vendors, general public, other City and school departments and officials, State and Federal agencies and other outside organizations, both public and private, which requires courtesy, patience, and the ability to represent and communicate the City's needs, opinions, policies/procedures in a professional manner. Provides a variety of human resources information and assistance to employees and general public; resolves procedural/program problems and complaints; must have the ability to use considerable discretion, be persuasive and resourceful in bringing about an understanding to achieve desired results.

Provide assistance to the Director including correspondence, special reports and forms, data bases, photocopying/scanning or other similar duties. Composes from copy, rough draft or general instructions, a variety of documents, which may include but not limited to, correspondence, memorandums, meeting and legal notices, documents, orders, reports and agendas.

Assists the Director with preparing for hearings, arbitrations, investigations, etc.; filing of administration notes, research and meeting memoranda; collective bargaining negotiations including cost outs, proposals and contracts. Performs a variety of program administrative duties such as preparing, coordinating, overseeing contracts and request for proposals (RFP). Ensures that the Human Resources department has the most current collective bargaining agreements including tentative agreements from the previous contract negotiations filed in the appropriate binders, an electronic copy of the CBA draft and position descriptions on file. Distributes copies of the current or most recent ratified contract to applicable employees, department heads, and other municipal governments upon requests.

Provide research or investigative assistance when assigned to work on special projects. Assists in compiling statistical data and preparing various charts, graphs, and written summaries. Establish, develop and maintain MS Excel spreadsheets as needed for reporting, analysis or statistical purposes.

Administers, verifies and processes all personnel actions affecting city employees in accordance with civil service laws, bargaining agreements, State and Federal rules and regulations including appointments, separations, promotions, leaves of absence, etc., verifies or obtains pertinent data

and prepares necessary paperwork; maintains accident reports and files Workers' Compensation claims, injured on duty claims and applicable leaves such as FMLA; processes or assists in processing civil service actions for public safety departments.

Oversees the development, establishment, maintenance, updating and archiving of central personnel files, departmental electronic files and other filing systems for the Department; ensures confidentiality of information, departmental plans, personnel and medical files, or other restricted access information within the guidelines of public disclosure law. Administers all activities of public records requests received; retrieves information from files when needed and follows records retention regulations. Responsible for mastering the MUNIS human resource module to full capacity and train HR staff; coordinates entry of all fields in MUNIS.

Manages records and report activities involving implementation or maintenance of program objectives using check lists, existing procedures or devising new methods as necessary. May review applications or forms of the department to ensure forms are filled out completely and accurately, overseeing that HR staff is requesting missing information and documentation within 30 days of new hire orientations or when needed.

May be assigned to assist other departments with personnel related tasks and for seasonal or temporary hires. Assists departments in analyzing personnel related processes for effectiveness and efficiency; makes recommendations and presentations to management for proposed changes to processes.

Assists in collecting, compiling, and analyzing compensation and employment data from a variety of sources; conducts the Pay Equity Audit in accordance with the legal requirements; research related to collective bargaining, compensation, classification and benefits; researches and assists in the development of personnel policies and procedures. Maintains records including but not limited to ethic law and policy acknowledgments, training and training certificates. Assists in the regular audit and compliance of State and Federal employment laws.

Maintains records related to the department's budget including, but not limited to: budget details, expenditures and balances within accounts and reports; assists HR Director with the preparation of the department's annual budget. Prepares purchase orders, processes invoices and bill schedules and may order supplies.

Meet weekly with HR staff to review status of tasks and projects; may be required to attend department staff meetings, other meetings and work on special projects; may be required to assist or participate in the Insurance Advisory Committee (IAC), Health and Safety Committee and Safety Review Committee.

Performs similar or related work as required, directed or as a situation dictates. Serves as back up for HR personnel and Director in their absence. Travel to other city buildings on occasion.

Minimum Qualifications: Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying.

Education and Experience: Associate's degree in public or business administration or Human Resources preferred, PHR certification highly desirable; or five years of progressively responsible experience in Human Resources, benefit management, municipal administration; previous work in a collective bargaining environment helpful; or any equivalent combination of education and experience that enables performance of all aspects of the position.

Knowledge, Ability and Skill:

Strong knowledge and understanding of State and Federal employment and labor laws; knowledge of general human resource principles and collective bargaining process; knowledge of labor law compliance and record keeping such as FMLA, Workers' Comp., and injured on duty.

Thorough working knowledge of departmental functions and operations; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with MUNIS, database programs and computer hardware and software systems.

Ability to handle inquiries and/or complaints tactfully and effectively and appropriately manage confidential information on a daily basis; to understand and work within the parameters of union contracts; plan, organize and direct the preparation of reports; carry out assigned projects to their completion; communicate effectively verbally and in writing; interpret and apply policies, procedures and practices, personnel transactions and database administration; working knowledge of records management, advanced knowledge of offices practices and personnel related policies and procedures; of municipal operations in a unionized environment as well as benefits administration and worker's compensation, IOD rules and regulations; analyze and follow departmental procedures and guidelines.

Ability to provide administrative support to the HR Director and still complete independent tasks; maintain detailed budget accounts, clerical & statistical records, and to prepare reports for the same; interact in a positive and effective manner and work collaboratively with supervisors, coworkers, other city departments, school personnel, boards and commissions, the general public and personnel at all levels of authority.

Ability to meet deadlines and work under time constraints; prepare routine correspondence, charts, graphs and reports utilizing computer applications; work under general or minimal directions within specific set parameters; perform all aspects of job responsibilities with honesty and integrity.

Ability to keep accurate and detailed records; independently initiate actions and make decisions in support of city policies; consistently document conversations, issues and print emails as backup for records; think logically in order to be flexible and to work under guidelines or circumstances that may be fluid or changing from time to time.

Must have high level of interpersonal skills to handle sensitive and confidential situations; position continually requires ability to deal tactfully, calmly and appropriately with the general public, employees, customers, applicants, other government agencies and officials and city departments in an effective manner while maintaining the necessary confidentiality of information.

Time management skills that enable you to work in an environment with multiple projects occurring at the same time; work independently and accomplish tasks despite constant interruptions; seek supervisory assistance as appropriate; prioritize several on-going tasks in order to meet given deadlines required.

Skills in writing and communicating in a clear, concise, and well composed manner; follow up regularly with HR staff on status or resolution.

Excellent interpersonal skills are required to properly explain the meaning and implications of human resource concepts to others and deal with employees, customers, applicants, etc.

Skill in maintaining that work is organized efficiently with attention to detail so that methodologies be adapted to varied circumstances that may arise in the Human Resources department.

Physical Requirements:

Frequent sitting, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, equipment, machinery or controls and reach with hands and arms as in picking up/accessing paper, files, and other common office objects. Manually operates all office equipment; operate a keyboard at an efficient speed; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 25 pounds.

Special Requirements: May be necessary to attend evening meetings on occasion. Must successfully pass reference checks, CORI and SORI.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 09/28/2021 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

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Mayor

Date