

Human Resources Generalist

DEFINITION

Under direction, to plan, organize, coordinate, and perform in the most highly specialized administrative support, fiscal support, and/or program operation functions of Human Resources; to assist Department/unit/County-wide management staff ; to perform complex administrative support, fiscal support and/or program operation functions requiring in-depth knowledge of the County services, policies, and programs of Human Resources to which an incumbent is assigned; to prepare administrative, program, and/or fiscal reports, specialized documents, and other items necessary Human Resources or County-wide program functions; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a highly specialized administrative, fiscal and/or program support classification for planning, organizing, coordinating, and performing administrative support, fiscal support, and/or program operation functions of Human Resources. An incumbent in this class may be assigned supervisory responsibilities for the day-to-day direction and oversight of administrative support staff.

REPORTS TO

Director of Human Resources

CLASSIFICATIONS SUPERVISED

Office Assistants and/or Fiscal & Technical Specialist positions, as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

- Customer Service: This a front-line position for providing excellent customer to County employees and members of the general public, by personally responding to requests or by making appropriate referrals. Serves as the initial primary contact for the Human Resources Department providing a variety of information regarding Human Resources policies, Recruitment and Selection activities, to County staff and public.
- Assists the Director in the development of policies and operational procedures.
- Research and review all potential and new hire data for compliance with applicable local, state and federal regulatory standards and guidelines, e.g., background investigation.
- Coordinate assigned programs, projects or work plans with staff; assign and monitor tasks and areas of responsibility; review and evaluate work methods and procedures; meet with staff to identify and solve problems.
- Works with County Departments in planning and organizing recruitment and selection processes to fill position vacancies. Develops bulletins, jobs announcements, advertisements, schedules components of recruitment and selection processes, reviews and screens applications, develops materials for oral interviews and written exams, facilitates interview panels, notifies candidates of results, schedules employment procedures and orientations, and

- conducts background checks.
- Designs, develops and administers test (e.g. multiple choice tests, structured interviews, writing exercises.) Reviews test results.
 - Interviewing practices, application forms, and other screening and examining techniques.
 - Develops orientation materials, schedules and coordinate with other County departments and new employees and presents orientations to new personnel.
 - Prepares Human Resources oral presentations to be given to departments, employee groups as required.
 - Has responsibility for preparation and distribution of Personnel Transaction forms, following up to insure they are completed and processed in a timely manner.
 - Maintains current data base of County employees.
 - Facilitates problem solving with payroll regarding compensation discrepancies. Coordinates with Payroll staff for implementation.
 - Provides research and interpretation regarding existing rules, regulations and policies; provides communication to employees regarding compliance. Provides advisement to supervisors and managers regarding policy issues as requested. Assist in classification study reviews, job audits, assist with labor relations as required, salary surveys and complaints.
 - Conducts investigations and research, prepares reports, and recommends solutions on various personnel issues, including policy changes.
 - Oversees the processing of new employees, employee terminations, and has the responsibility for preparation of Personnel Action forms (records), following up to insure they are completed and processed in a timely manner.
 - Assist in the planning and participates in salary surveys and compensation and classification studies.
 - Performs compensation and benefit surveys under the direction of the Human Resources Director.
 - Gathers data and organizes presentations regarding County policy and Human Resources issues under the direction of Human Resources Director.
 - Required to operate a computer, software, some specialized Human Resources software, calculator, telephone, fax machine, scanner, copy machine and general office equipment in the completion of the tasks of the position.
 - At-Will Contracts & Performance Pay: Ensure all contract renewals and performance pay are processed in a timely manner by updating spreadsheet for At-Will employees. Prepares draft of At-Will contract for County Counsel approval, as well as staff report and Resolution. Works with department head to ensure that all materials are ready for BOS Meetings.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; stoop, kneel and crouch to pick up or move objects; normal manual dexterity and eye-hand coordination; physical ability to lift, push, carry, and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

In-depth knowledge of the functions, programs, and policies of the County Department/unit/County-wide programs within Human Resources
Computers and software used in Department and County information systems.
County customer service objectives and strategies.
Principles of supervision, training, and staff development.
Program development, monitoring, and evaluation.
Principles of budget development and administration.
Principles and techniques of job analysis, position classification, and examination construction.
Principles of employee selection.
Communication skills and techniques used for gathering, evaluating, and transmitting information.
Techniques for interviewing, counseling and instructing, and facilitating group discussions.
Statistical and financial record keeping methods, procedures, and techniques.
Techniques for the development and analysis of a variety of specialized information, as well as information and report presentation and development.
Recruitment strategies and methods.
Validation and test development principles.
Procedures to develop, write, construct, and validate recruitment and selection plans.
Program policies and operation requirements in the County Human Resources Department.
Knowledge of or ability to research and implement compliance with federal, state and local regulatory requirements regarding employment and workforce management.

DESIRABLE QUALIFICATIONS (continued)**Ability to:**

Plan, organize, schedule, coordinate, and perform most highly specialized administrative support, fiscal support, and/or program operation functions of a County Department, major organizational unit, or County-wide program.
Effectively communicate verbally and in written English with a diverse population. Frequently material is of a complex and/or legal nature.
Provide supervision, training, and work evaluation for assigned staff, as necessary.
Gather, organize, analyze, and present a variety of narrative and statistical data and information.
Assist with the development and administration of Human Resources budget.
Prepare administrative reports and correspondence.
Read, analyze, and interpret common reports and documents.
Respond to common inquiries from county personnel, government agencies or members of the business community.
Define problems, collect data, establish facts and draw conclusions.
Assists in the development of plans, policies, specifications, and programs.
Analyze Human Resources policies, procedures, systems on a continuous basis.
Deliver unpleasant information, courteously and tactfully in a variety of situations.
Analyze situations accurately and determine effective courses of action.
Prioritize work load to meet established time lines and special requests.
Work within multiple time frames and deadlines.

Prepare, maintain, and submit complex fiscal and/or statistical records to appropriate County Departments and other government agencies, as assigned. Maintain confidentiality of materials and use discretion in sensitive situations. Deal tactfully and courteously with the public, other County staff, and representatives of other government agencies, when explaining the functions, policies, and programs of the Department/unit/County-wide program. Adapt to others and new situations; be flexible, handle multiple tasks. Establish and maintain cooperative working relationships.

Skill in:

Using applicable computer systems and programs as well as the Internet.
Screening and interviewing candidates for a range of positions.
Researching and analyzing issues in a variety of HR related issues and effectively solving problems.
Working creatively and cooperatively; searching out new ways of doing business.
Using discretion and sound judgment including when dealing with potentially extremely sensitive and personal individual and organizational issues.
Anticipating and managing change in the employee relations area.
Working under stress, short deadlines, conflicting demands, interruptions and changes.

Minimum Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Bachelor Degree in Human Resources, Business Administration, Management & Supervision, or an equivalent combination of education and experience.

Five years of increasingly responsible experience in performing a variety of Human Resources administrative support work, including substantial experience in recruitment, selection, classification.

Certifications:

Completion of a certificate in Human Resources is highly desirable.

Special Requirements:

Valid driver's license

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