

# HR Generalist Job Description

The HR Generalist will play a critical role in the day-to-day people-related operations in the local markets and within the HR team. This role will coordinate many of the HR activities but also partner with the rest of the HR team to support the everyday needs of employees. Activities include managing the daily employee lifecycle processes and regularly interact with employees. You should be able to demonstrate a great degree of empathy, while also being resolution and results-driven. You should be a friendly, self-motivated team player with strong interpersonal skills. Excellent verbal and written communication skills are mandatory.

## Essential duties and responsibilities

- Maintains the work structure by updating job requirements and job descriptions for all positions.
- Maintains organization staff by running a recruiting, testing, and interviewing program.
- Run point on executing initiatives and HR Programs like salary reviews, performance review, organization changes, etc.
- Counselling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Prepares employees for assignments by assisting with conducting orientation and training programs
- Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counselling employees and supervisors.
- Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements; drafting contracts; conducting investigations; maintaining records; representing the organization at hearings; maintenance of AAP.
- Maintain the integrity of the data in the HRIS.
- Act as the point of contact for employees of the local markets.
- Assess requests/queries escalated to you for criticality, priority, and complexity.
- Provide resolution to more complex people-related operational issues/queries from the business.
- Communicate with the Head of HR Operations to keep informed on trends, risks, or more serious issues.
- Collaborate effectively with other HR stakeholders.

## Qualifications

- BA degree in business, I&O psychology or HRM and/or related business experience; 3+ years relevant experience in Human Resources.
- Demonstrate superb customer service to employees.
- Able to solve problems quickly and resolve issues.
- Ability to communicate effectively and engage with employees.
- Ability to maintain confidentiality.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Possess analytical ability.
- Computer literate with strong spreadsheet analysis skills.
- Workday/Successfactors/PeopleSoft experience preferred.
- Ability to write complex and confidential correspondence.
- Ability to effectively present information to clients, public groups, boards of directors, employees, management.