

PORTAGE COUNTY
Human Resources Department

TITLE: Human Resources Generalist

JOB OBJECTIVES: Under the direction of the Human Resources Director, incumbent manages the recruitment process and the onboarding process of new hires. Incumbent is also responsible for determining the specific training needs and developing policies, procedures and training programs to meet the needs of the Portage County Board of Commissioners' (BOC) departments. The position also provides administrative support to the Human Resources department on all personnel matters, benefit matters and county policies, procedures and documentation. Functions as a liaison between the Human Resources Department and other Board of Commissioners' departments and Elected Officials. Upon request, provides assistance to other county departments on personnel matters.

ESSENTIAL FUNCTIONS:

- Manage all phases of the recruiting process including preparing and advertising job vacancies, accepting and reviewing employment applications, checking references and conducting background checks as required, scheduling pre-employment physicals and drug screens, and making job offers and preparing communications regarding job offers or rejection.
- Facilitate new hire orientation and process paperwork; coordinate new hire orientation with county departments; develop new hire orientation material; update new hire orientation material as needed.
- Develop policies, procedures, programs and continual education support materials to meet training and development needs for the BOC departments; coordinate, implement and facilitate training programs; evaluate training progress and training procedures to monitor and analyze course effectiveness and update curriculum as needed.
- Serve as primary point person for inquiries from current and former employees, job applicants, other county departments and public; answer the telephone, direct calls and take messages for the department; greet and assist visitors.
- Assist with serving as Hearing Officer for bargaining and non-bargaining unit disciplinary and grievance matters; hear the matter at hand, listen to both management and employee sides, determine policy violations and recommend action.
- Manage and review personnel paperwork for employee changes (promotions, terminations, transfers, etc.) for approval by the Portage County Board of Commissioners and/or County Administrator.
- Serve as liaison between county departments and human resources department as assigned; investigate and provide advice regarding employee relations concerns to employees and departments.
- Prepare statistical data, reports and correspondence on personnel and benefit matters.
- Participate in labor relations matters including disciplinary actions, grievances, arbitrations and collecting bargaining.
- Manage pre-employment, random and reasonable suspicion drug and alcohol testing., pre-employment and periodic drivers license status inquiries.
- Complete compliance reports for Affirmative Action and Equal Opportunity requirements (EEO-4 report, biannually).

- Create job descriptions including researching job descriptions utilized by other county departments and/or other counties, upon request; coordinate job evaluation activities and participate in the job factoring process to determine pay grade assignments.
- Review and reconcile billing statements; prepare statements and invoices for payment; receive and authorize proper payment for materials, services and work purchased by the department.
- Monitor county departments with performance evaluation process and maintain a schedule for the completion of performance evaluations.
- Back-up or assist the HR Director, when necessary, on investigations of employee complaints of discrimination, harassment, retaliation, hostile workplace and conduct other workplace investigations. Investigate and drafts reports as necessary. Investigate and respond to EEO charging letters.
- Assist with developing personnel policies and develop methods and procedures for the effective implementation; provide interpretation of County policies, procedures, rules and federal laws; maintain compliance with federal laws.
- Maintain employee personnel files as needed and ensure proper documentation of personnel actions in the file.
- Represent county at job fairs and community outreach activities.
- Assist with investigating and responding to Unemployment Compensation claims.
- Order office supplies and maintain inventory control for the HR department.
- Maintain position descriptions, tables of organization and other general records maintenance; ensure that all paperwork complies with applicable laws, rules and regulations
- Assist the Employee Benefit Specialist as needed; provide advice to employees and departments regarding health benefits as needed.
- Participate in job interviews as requested by departmental personnel.
- Complete wage and salary surveys requested by other counties. Conduct wage and salary surveys for Portage County within the relevant labor market.
- Complete special assignments, projects or other duties as assigned.
- Attend off-site training, meetings, conferences, etc.
- Demonstrate regular and predictable attendance.
- Operate a motor vehicle as needed to perform the essential functions.

NON-ESSENTIAL FUNCTIONS:

Performs related Essential and Non-Essential functions as needed.

I. JOB REQUIREMENTS

Equipment: Incumbent operates equipment such as, but not limited, to the following: personal computer, printer, copier, scanner, calculator, telephone and fax machine.

Critical Skills/Expertise:

- Knowledge of the principles and practices of public sector human resources administration.
- Knowledge of state and federal laws relevant to personnel management and employee benefits.
- Knowledge of pension and retirement programs.

- Knowledge of County personnel policies, rules, regulations and procedures.
- Knowledge of personal computer operations and software (Microsoft Office including Word, PowerPoint and Excel, Outlook, Human Resources Information Systems (HRIS)).
- Ability to plan, analyze and direct activities of a complex, interrelated, and interdependent nature where unknowns and numerous contingency factors are involved and to exercise sound judgement and recommend actions.
- Ability to communicate effectively, clearly and concisely, non-discriminatory and professionally, both orally and in writing and provide clarification as necessary.
- Ability to provide timely, appropriate responses to requests/suggestions/complains or refer such comments to the appropriate person.
- Ability to work as a team player as well as work independently with very little supervision, use discretion and judgement in day to day job duties.
- Ability to establish and maintain effective working relationships with employees, elected officials, directors and supervisors, retirees, former employees, representatives of benefit providers, vendors and/or other representatives of external organizations.
- Ability to interact effectively and courteously with a variety of people both in-person and over the phone, occasionally under difficult circumstances.
- Ability to appropriately handle confidential information.
- Knowledge of training principles and practices for curriculum and training design, for adults and groups; measurement of training effects with the skill and patience to recognize and accommodate different levels of learning abilities; competence to objectively coach and counsel employees.
- Ability to accept and perform in a timely and effective manner work assignments that are outside the normal (day-to-day) routine.
- Ability to demonstrate initiative in resolving problems.
- Ability to manage multiple projects under stress.

Job Standards: Associates Degree in Human Resources, Public or Business Administration or other related field and a minimum of three (3) years of progressive responsibility/experience in human resources operations. Bachelor's degree preferred. SHRM or HRCI certification preferred. Experience in training and curriculum development preferred. Experience with health benefit administration preferred. Experience with an HRIS preferred. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

II. DIFFICULTY OF WORK

Work consists of complex, varied, standardized and non-standardized tasks requiring the knowledge and application of established laws, rules, regulations, policies and procedures. Accuracy and attention to detail are required.

III. RESPONSIBILITY

Incumbent makes most decisions regarding work independently with very little supervision. Supervisor reviews incumbent's work only as needed. Judgment is needed extensively to adapt to fit complex situations. Errors in work could result in non-compliance with laws or policies and in possible lawsuits, etc. and negatively affect the delivery of quality service and cost, impacting the department and possibly the county overall.

IV. PERSONAL RELATIONSHIPS

Incumbent has contacts with Elected Officials, Department Heads, co-workers and other County employees, public and private sector employees and the public. The purpose of these contacts is to ensure compliance with policies, procedures, laws and regulations and to determine organizational training needs and identify opportunities for streamlining work and reducing waste in the County departments.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical

Requirements:

Incumbent performs sedentary work which may require lifting up to fifteen (15) pounds occasionally. Ability to operate a motor vehicle.

Physical Activity:

Incumbent performs the following physical activities: talking, hearing, standing, walking, sitting, driving and repetitive motions.

Visual Activity:

Incumbent performs work where the seeing job is close to the eyes.

Job Location:

Incumbent works inside with no exposure to adverse environmental conditions.