

**JOB TITLE:** Human Resources Generalist – Employment and Benefits

**DEPARTMENT:** President

**LOCATION:** Union Campus

**REPORTS TO:** Director, Human Resources

**FLSA:** Non-exempt

**LEVEL:** 107

**DATE:** 7/1/2020 reclassification

**POSITION SUMMARY:** Perform a variety of advanced administrative and coordination of support services and personnel processes for the Human Resources Department. Responsible for employee insurance and benefits coordination, enrollment, communication and orientation, recognition programs, wellness program, workers' compensation reporting, manage FMLA, tuition waiver/reimbursement, forms, reports, webpage, maintenance of performance evaluations, termination process, and provide assistance with personnel processes as needed.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of associate degree; two years related administrative and support experience; human resources experience preferred.

**ESSENTIAL TASKS:** *(Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.)*

- Manage the employee insurance benefits program (new/open enrollments, renewals, retirees, billing, maintain compliance, communication, and COBRA)
- Coordinate and conduct new employee orientation and ensure successful onboarding of employees.
- Work with payroll department on processing new hire paperwork.
- Coordinate and administer the employee wellness program.
- Coordinate FMLA processes and procedures, manage FMLA files and correspondence with employees.
- Respond to employee and retirees inquiries regarding insurance plans and benefits, etc.
- Coordinate communication, tracking, and reporting of the shared sick leave program, parental leave and related leave programs.
- Report workers' compensation injuries and work with insurance company if additional treatment is needed.
- Manage ACA reporting (monthly/annually) and prepare report to be sent to IRS and 1095 C reports to employees.
- Ensure compliance with applicable federal and/or state laws, regulations, College policies and procedures, etc.
- Prepare internal and external communications to include letters, memos, reports, notices, benefit information, board packet materials, etc.
- Maintain communications with retirees regarding insurance benefit information and monthly insurance billing.
- Greet visitors, students, and/or employees and respond to requests for information and provide assistance.
- Responsible for answering phones, responding to voice or e-mail messages, as well as sending and receiving faxes.
- Update and maintain all information stored on the Human Resources webpage in regards to benefits, wellness, recognition and related pages.
- Prepare or update employment records and personnel files related to transferring, promoting and terminating.
- Processing tuition waiver and tuition reimbursement programs for employees and retirees.
- Exercise utmost discretion in handling confidential matters.
- Establish and maintain cooperative working relationships with other employees and departments.
- Communicate college policies and procedures as necessary.
- Operate with minimal guidance and be a self-directed learner who is flexible and adaptable to changing environments.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, diversity, empowerment, service, learning and collaboration.
- Communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, and standards in a safe and efficient manner, with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:**

Knowledge of department and college policies, procedures, and practices with the ability to answer work-related questions; and/or interpret and apply these guidelines correctly in various situations; knowledge of Title VII, (ADA, FMLA, FLSA, ERISA, HIPAA, COBRA, FERPA) and other applicable laws, rules, regulations and/or policies and procedures applicable to employment and education; ability to devise or modify methods or processes to solve specific problems; ability to manage multiple projects and work under time pressures to meet established deadlines; ability to handle confidential material judiciously; ability to work effectively in a busy environment with frequent interruptions; knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy. Ability to read, interpret and apply laws, rules, regulations, policies and/or procedures; Ability to communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing; Ability to maintain confidentiality of records; Ability to prepare clear and concise reports, correspondence and other written materials; ability to work under minimal supervision.

**LEADERSHIP and COMMUNICATION SKILLS:**

Ability to communicate effectively in a professional, tactful, and courteous manner with students, employees, faculty, and the public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy, and discretion. Ability to present materials effectively to employees; ability to manage interpersonal conflict situations requiring tact, diplomacy, and discretion; demonstrate ethical conduct and professionalism; ability to handle personnel issues in a highly confidential manner; ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public; responsible for short-term and long-term planning; ability to participate as a team member.

**DECISION-MAKING and ANALYTICAL SKILLS:**

Requires frequent decision making affecting co-workers; ability to exercise independent judgment and discretion within the scope of assigned authority; apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; adhere to college and department policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; ability to compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to analyze situations accurately and effectively problem solve; ability to mediate conflict and resolve effectively; ability to determine work procedures and promote efficiency; ability to plan, organize and implement assigned responsibilities; perform job duties in a safe and efficient manner.

**EQUIPMENT AND SOFTWARE:**

Utilize current College and/or department information technology equipment, software and programs, standard office equipment and department specific equipment. Proficient with Microsoft Office (Word, Excel, Outlook).

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to travel locally to participate in meetings, conferences, and other activities related to the operations of the colleges. May require flexible schedule to work evenings and/or weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 10 lbs.; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

**POSITIONS SUPERVISED:** None

**EMPLOYEE SIGNATURE:** *This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to the job.*

I have read and reviewed the job description and I agree to perform the duties according to my supervisor's expectations and the College's policies and procedures. I acknowledge the College's right to revise the job description.

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Employee Signature/Date

**NOTICE OF NON-DISCRIMINATION:** *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status. Inquiries related to employment practices may be directed to Human Resources Director at 636-584-6710. East Central College is an equal opportunity employer and provider of employment and training services. Auxiliary aids and services are available upon request to individuals with disabilities.*