

SENIOR HUMAN RESOURCES GENERALIST

POSITION SUMMARY

The Senior Human Resource Generalist performs advanced professional-level human resource functions and serves as a senior resource to the Human Resources Department, employees, supervisors, and management. This position is responsible for independently administering complex HR programs, analyzing and recommending improvements to policies and practices, ensuring regulatory compliance, and providing guidance on employee benefits, leave administration, recruitment, employee relations, HRIS systems, and other human resource functions.

The position serves as a subject matter resource in assigned areas of Human Resources and is expected to independently identify issues, develop solutions, coordinate implementation, and make recommendations to the HR Director. The Senior Human Resource Generalist may lead departmental projects, provide guidance and training to HR staff and City supervisors, and assume responsibility for designated HR functions in the absence of the HR Director.

Essential Duties:

- Has primary responsibility for the administration, coordination, and ongoing evaluation of the City's employee benefits programs, ensuring programs are administered accurately, efficiently, consistently, and in compliance with applicable laws, regulations, and City policies.
- Coordinates the annual benefits renewal and open enrollment process, including employee communications, enrollment materials, system configuration, vendor coordination, data reconciliation, and resolution of complex enrollment or eligibility issues.
- Serves as the primary HR contact and subject matter resource for benefits brokers, insurance carriers, third-party administrators, and other benefits vendors; evaluates service issues and develops recommendations for resolution.
- Independently administers complex leaves of absence, including FMLA, disability, workers' compensation-related leave coordination, and other protected or extended leaves; monitors eligibility, documentation, deadlines, return-to-work requirements, and compliance.
- Analyzes leave practices and trends and makes recommendations to the HR Director regarding process improvements, policy changes, employee communication, and risk reduction.
- Responsible for ACA tracking, reporting, filing, and compliance activities; researches regulatory changes and recommends adjustments to HR processes as necessary.
- Maintains working knowledge of federal and state employment laws and regulations affecting City employment practices and independently researches complex compliance questions, identifying potential risks and recommending appropriate courses of action to the HR Director.
- Reviews HR forms, procedures, processes, and practices for compliance, consistency, and efficiency; recommends and assists with implementation of revisions, including development of supporting procedures and employee or supervisor communications.
- Serves as a senior resource to supervisors and employees regarding HR policies, benefits, leave, recruitment, employee relations, and other employment matters; provides guidance within established policies and refers highly sensitive or significant matters to the HR Director as appropriate.
- Assists the HR Director with complex employee relations matters by gathering information, reviewing documentation, researching applicable policies or laws, identifying potential options, and providing recommendations.
- Evaluates HR processes and systems to identify opportunities for increased efficiency, automation, improved customer service, data accuracy, and consistency; recommends and assists with implementation of process improvements.

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- Recruits, interviews, and facilitates the hiring of qualified applicants for open positions; provides guidance to departmental managers regarding recruitment practices, selection processes, job-related assessment methods, and applicable City requirements.
- Reviews recruitment and selection processes for consistency, job-relatedness, and compliance with applicable employment requirements.
- Develops and coordinates new hire orientation and onboarding processes and recommends improvements to increase consistency and employee understanding of City policies, benefits, and expectations.
- Provides training, guidance, and technical assistance to HR staff and other City employees regarding HR processes, systems, policies, and applicable requirements.
- Maintains accurate and confidential personnel, benefits, medical, leave, and other HR records in accordance with applicable retention, privacy, and legal requirements.
- Maintains professional relationships with City employees, supervisors, management, benefits providers, vendors, professional organizations, and other external resources.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to communicate effectively, both verbally and in writing.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Strong organizational, planning, prioritizing, and administrative skills; ability to self-direct in a fast-paced, multi-task environment.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to act with integrity, professionalism, and confidentiality.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite.
- Proficient with or the ability to quickly learn the organization's HRIS systems.
- Ability to handle confidential and sensitive information in a professional manner.

SKILLS

Education and Experience:

- Bachelor's degree in Human Resources, Business Administration, or related field.
- Four years progressive human resource experience required, with demonstrated experience independently administering complex HR programs.
- Experience in benefits administration, leave administration, HR compliance, employee relations, HRIS administration, or a comparable area of specialized HR responsibility preferred.
- Experience working in a public-sector or municipal HR environment preferred.
- Or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.
- Society of Human Resource Management (SHRM-CP or SHRM-SCP), or Human Resources Certification Institute (PHR or SPHR) certification preferred.

Special Requirements:

- Valid Driver's License

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WORKING CONDITIONS

Environment:

- Positions in this class typically require: sitting, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 frequently, 30 pounds occasionally.
- Must be able to access and navigate each department at the organization's facilities.

Grade: G-17

FLSA: Non-Exempt

City Commission Approval:

Updated: