

City of Madison

Job Description



Title: HR Generalist

Department: Human Resources

FLSA Status: Exempt

Pay Grade: 110

New Position ☒ Position Change ☐ Effective Date

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

This Senior Level position provides a range of Human Resources professional level activities which are both (1) generalist in nature (including recruitment, selection and onboarding, records, compensation and leave administration, deductions, etc.) and (2) specialist in nature (such as management of (a) Benefits, Retirement and Unemployment, (b) Hiring Systems, HRIS and Pay Auditing/Data Compliance, or (c) Safety, Health, Workers Compensation and Leave). Must be able to fill-in and backup other specialist assignments. Performs various HR projects and processes at a high technical level. This position uses advanced electronic applications to provide in-depth analysis and reporting, researching, tracking, process management, auditing, and compliance activities. This position may serve as the Human Resources Director in his/her absence.

Essential Functions/Major Responsibilities:

Will be assigned or reassigned to the following Specialist areas:

Benefits Administration

- Assists with the City's benefits administration and program, to include death benefits, auditing deductions, tracking and estimation for budget, unemployment insurance reporting, classification of employees for retirement system processes, Fire Cancer insurance, and other optional benefit programs.
- Performs related detailed documentation and reporting.
- Works closely with employees and providers covering retirement and other benefit options and issues.
- Audits and reports benefit selection/usage numbers, costs and other data.
- Provides information to employees regarding benefit options and referring them to the proper sources (from open enrollment letters to options for retirement and separations).
- Evaluates and compares cost sharing of medical and other benefits with other municipalities through surveys and networking.

Safety, Workers' Compensation and Fit for Duty Coordination

- Manages City Safety programs, wellness programs, Employee Assistance Program (EAP) options and the Workers' Compensation processes, following best practices and new innovations.
- Manages the Drug Free Workplace program (reasonable suspicion, random testing, last change agreements, CDL and test reporting requirements, etc.) and tracks all activities, results and data; and provides a report to the Director.
- Manages, evaluates and tracks injuries/incidents and makes conclusions and recommendations, including detailed documentation and reporting.
- Manages Safety incentives.
- Evaluates ADA and medical certification and fit for duty.
- Manages FMLA, leave donations, military leave, and other leave procedures, consistent with policies and applicable laws.
- Works directly with Workers' Comp insurance and medical providers to minimize risk to the City and employees and expedite return to work.
- Works with Director and Legal, maintains detailed logs related to potential claims.
- Coaches and trains managers and employees regarding Workers' Compensation, current safety practices and guidelines, leave and donation procedures, wellness programs, ADA accommodations, fit for duty procedures.
- Tracks and analyzes data in these areas, makes recommendations for department and city-wide improvements based on current data and best practices.

All Senior Positions must maintain and develop skills to provide backup to other HR coordinators at any time.

Serves as a Generalist in performing or backing up the following:

- Manages the city's hiring processes for specified departments, including job posting, recruitment, application verification, background and reference checks, drug and physical screenings, official offers of employment, and efficiently using the City's online application system throughout the process.
- Tracks all steps of the hiring process in the application software system and tracking screening stages of each candidate for adverse impact, entering more detail required for CALEA or testing procedures.
- May participate in interviews, follows department procedures, manages the FCRA form and prescreens applications.
- Serves as backup on all onboarding processes and new employee orientation, using application onboarding software.
- Performs employee exit and termination procedures.
- Performs pay rate changes and other employee changes in HRIS and audits all work for accuracy.
- Assists with planning and coordinating HR/Employee events.
- Develops and documents HR processes and checklists to ensure compliance with various laws and regulations, contracts and standards.
- Tracks all employment action data for decision-making (job requisitions, exits, pay changes, etc.).
- Processes performance evaluations, EEO actions, and data.
- Manages employee files and records, provides timely verification of employment, and validates approval of such requests.

- Provides directions, instructions, and advice to department heads and managers regarding hiring, pay and leave procedures.
- Works closely with Director and Team, keeping Director informed of status of processes and issues.
- Performs complex analysis regarding pay processing, adjustments, including retroactive actions, overpayment, and complex pay issues.
- Completes various projects, reports, and assignments from the Director.

Secondary Functions:

- Responds to surveys from other employers and agencies.
- Drives to post office, training and other errands for conducting city business.
- Performs other related duties as required.

Job Scope:

- Requires ability to work with and minimize (whenever possible) various levels of conflict, working as a strong department team player.
- Requires strong judgment, discretion, and interpretation in application of policies and HR laws.
- Must maintain confidentiality of personal, private, and sensitive information obtained or observed.

Supervisory Responsibility:

None.

Interpersonal Contacts:

- Has contact with employees, department heads and managers, vendors and benefits providers, spouses and dependent children of employees, enforcement agencies (i.e., EEOC, Unemployment Officers, etc.) and members of the general public.
- The purpose of these contacts is to represent the City and department in exchanging information, resolving problems, providing services, or negotiating or settling matters.

Knowledge, Skills, and Abilities:

- Knowledge (and continuous self-learning of) of current principles, practices, methods and laws of personnel administration.
- Knowledge, understanding and demonstrated application of federal laws pertaining to employment and personnel practices, including, but not limited to, FMLA, FLSA, EEO, on-boarding laws (including I-9 and E-Verify and other required agency filing), etc.
- Solid HRIS and pay system knowledge and skills (preferable the City's current system) in accurately entering employee pay, deductions and personal data in the system under the correct classifications, job groups and pay rules.
- Strong skills with applicant and hiring software, preferable the City's current system.
- Skill in compiling correspondence and detailed documentation and tracking various applicant and employee data, including an advanced level of competency with Excel, Word, email and electronic and hard file management and retrieval.
- Skill in verbal and written communication for responding to employees and applicants, and for writing advertisements and various correspondence and procedures.

- Skill in maintaining a high volume of employee and applicant records and tracking data in an organized, consistent and accurate manner that can be quickly retrieved by others in the department.
- Skill in the auditing processes to ensure consistency and accuracy of HR records.
- Skill in designing and maintaining repeatable, consistent and accurate processes, including documenting and standardizing key processes.
- Skill in time management, project management, organization and prioritization skills.
- Skilled at multi-tasking and managing multiple deadline-oriented priorities.
- Skill at making timely process improvements and documentation.
- Ability to understand and follow complex oral and/or written instructions.
- Ability to establish and maintain effective professional working relationships and to work as a small productive team for team success and to support department goals.
- Ability to maintain confidential and/or sensitive information, to exercise the utmost discretion, and to support management direction for the Department.
- Ability to keep up with changing Human Resources laws, requirements and modern processes.
- Ability to speak in public and engage learners in training sessions.
- Ability to pay attention to detail, follow-up skills and ability to work with minimal amount of supervision.
- Ability to audit applications of numerous class plans, pay administration, policies and benefit groups.

Education and/or Experience:

- Bachelor's degree
- Minimum of four (4) years progressive full-time experience in related areas at the professional HR level (more experience is a plus). A combination of experience and education may be utilized to meet minimum requirements.
- Experience entering employee data into/from the HRIS system (current systems preferred), and running reports.
- Depending on area(s) needed, strong direct and professional level experience with either 1) Benefit Administration; 2) Workers Compensation and Safety/Health administration; or 3) Configuration/Management of the HRIS/Payroll system; and other essential functions stated above.
- Experience demonstrating the above essential functions at a high technical level.

Additional Requirements:

- PHR (Professional in Human Resources) certification a plus.
- Strong performance record and background required due to accessibility to private records, property, employees and public.
- Current driver's license and strong driving record desired and records may be routinely checked by the City.
- Ability to attain Notary Public desirable.

Job Conditions:

- Position may be assigned and/or reassigned processes or projects at any time.

- Position must seek out to help other employees with completion of tasks, whenever needs arise.
- Job may require occasional work beyond 8-10 hours in a workday, and work on weekends.
- Job entails frequent interruptions and, at times, high volume.
- Must be able to work on many projects/processes simultaneously at a high level of accuracy and consistency.
- Requires regular, dependable attendance.

Physical Capabilities:

- This position's physical requirements involve medium work exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- The work is typically performed while sitting at a desk and intermittently sitting, standing, walking or bending.
- Employee must communicate verbally with employees, applicants and public.

Mayor Approval, Date

Department Head Approval, Date