

Job Title: **Human Resources Generalist**

Classification: **Non-Exempt**

Department: Human Resources



Division:

Supervisor: Human Resources Director

Effective: 11/26/2024

I. JOB SUMMARY:

This position provides clerical support to the Human Resources Department, and acts as the primary contact for Human Resources related questions. This includes, but not limited to questions in the areas of health and wellness, retirement, recruiting, onboarding, policy and procedure, risk management and safety. Handles confidential information and communicates frequently with City employees, outside agencies, and the general public with courtesy and diplomacy. This position has no supervisory responsibilities. Individual will perform other duties assigned by supervisor/department director as needed.

II. EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or G.E.D. required.
- Must be able to type 45 wpm and have good filing skills.
- Must be proficient in working with personal computer and general office equipment.
- Must have knowledge of Microsoft Word, Windows 10, Excel, Power Point, Publisher, Internet, and E-mail.
- Must have experience in using a 10-key calculator by touch.
- Minimum of two (2) years' experience with office/clerical procedures.
- Two (2) to three (3) years of experience in several functional areas of Human Resources including employee benefits, compensation, employment and employee relations; preferred.

III. EMPLOYMENT REQUIREMENTS:

- Applicant will be subject to a complete background investigation. Incomplete inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Applicant must have a current valid class "C" driver license issued by the Texas Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL ABILITY REQUIREMENT:

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.
- Ability to use logical thinking and personal judgment to perform a variety of office tasks that require social skills and knowledge.
- Ability to deal with personnel/public relation issues and various types of citizen inquiries tactfully, courteously, and in a professional manner.

- Ability to compute and record numbers correctly.
- Above average oral and written communication skills. Ability to communicate proficiently in English and Spanish.
- Ability to use mathematical skills to interpret financial information.
- Ability to analyze and interpret data.
- Ability to follow set or routine procedures and complete tasks with specified deadlines with little or no supervision.
- Ability to make decisions based on available data/criteria, laws and regulations, or city policy.
- Ability to handle special projects of diverse nature as assigned.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to read and interpret documents such as safety rules and city policy and procedures.
- Ability to work under stress and be able to handle various tasks with interruptions.
- Ability to work independently and organized.
- Knowledgeable in COBRA, HIPAA, FMLA, health insurance laws and regulations, risk management and safety.
- Knowledgeable in insurance benefits protocols, policy and procedures.
- Excellent interpersonal skills.
- Evidence of the practice of a high level of confidentiality.
- Excellent organizational skills.

V. ESSENTIAL JOB FUNCTIONS:

- Answer telephone with clear, courteous, and professional voice, and direct calls to the appropriate destination to expedite response.
- Process daily incoming mail/documents and disburse accordingly, which includes retrieving incoming faxes and documents of confidential nature.
- Receive visitors, answer questions and inquiries to resolve issues at hand or direct to appropriate destination.
- Perform complex clerical duties following established procedures in Human Resources, Employee Benefits and Risk Management.
- Process Recognition Program (Birthdays, Employee of the Month, etc.).
- Audit documents (ECOS, Election forms, Memos etc.).
- Assist in different capacities within the department divisions.
- Create monthly calendars.
- Create monthly reports for the department divisions.
- Process Employee documents (Performance Evaluations, Corrective Action/Disciplinary Notices etc.)
- Prepare onboarding packets and assist with new hire orientation.
- Receive and process employment applications.
- Advertise and post vacancies in accordance with Equal Employment practices.
- Schedule interviews.
- Conduct Reference Checks.
- Process Employment Turndown letters.

- File/scan all paperwork pertaining to city employees in their respective files.
- Process Employee Personal Change Requests.
- Process employment verifications.
- Process purchase orders and invoices.
- Order office supplies.
- Submit monthly reports to U.S. Department of Labor.
- Create training /seminar certificates and enter into Incode.
- Process Separation of Employment letters and conduct Employee Exit Interviews.
- Assist with coordinating Employee Events.
- Update Human Resources page on City Website.
- Conduct annual audits related to Human Resources and Employee Benefits
- Print monthly reports.
- Comply with HIPAA Regulations, following proper internal policies and procedures relating to security and privacy measures to protect personal health information from unauthorized access.
- Process Community Loan Program.
- Process COBRA.
- Process insurance verifications.
- Meet with employees to answer questions concerning benefits, insurance claims, policy, workers' compensation and other personnel related questions.
- Work in conjunction with the Payroll department concerning confidential payroll correspondence.
- Maintain separate medical files in addition to personnel files.
- Create and communicate Health and Wellness materials.
- Process Family Medical Leave requests and approvals and maintain files and log.
- Assist employees with submitting insurance claims.
- Perform other related duties as assigned by supervisor/department director.

VI. NON-ESSENTIAL JOB FUNCTIONS:

- Attend special events when needed.

VII. EQUIPMENT/MATERIALS: General office and safety equipment/materials to include but not limited to the following:

- Personal computer
- 10-key calculator
- Copy Machine
- Printer
- Scanner
- Manual Hole Puncher
- Shredder

VIII. WORK ENVIRONMENT:

Exposure to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Outdoor weather conditions	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

IX. MANUAL DEXTERITY:

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations and transport binders, books, storage boxes, chairs, and boxes of paper to storage or printing areas. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

X. PHYSICAL DEMAND ANALYSIS:

MATERIAL HANDLING ACTIVITIES

Task	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Binders, papers, pens, pencils, telephone, keyboard, file folders, telephone, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Papers, pens, pencils, telephone, keyboard, file folders, calculator from waist to maximum of shoulder level.
	6 - 10 lbs.	F	Binders, boxes from waist to maximum of shoulder level.
	11-20 lbs	F	Binders, boxes from waist to maximum of shoulder level.
	21-25 lbs	O	Stacks of binders, boxes from waist to maximum of shoulder level.
	26 - 50 lbs	O	Stacks of binders, boxes from floor to waist level.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	6 - 10 lbs.	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	11-20 lbs	F	File cabinet drawers to retrieve and return files and move chair from one work station to another.
	21-25 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	26 - 50 lbs	O	Move boxes of files to clear work area and move boxes of computer paper on carpeted and tile areas, 10' to 20'.
	51 - 75 lbs	N	
	76 - 100 lbs	N	
	Over 100 lbs	N	

N - Never O - Occasional 1-33% F - Frequently 34-66% C - Constant 67 - 100%

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, binders, files, or office supplies from upper shelves.
BALANCING	C	Telephone, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, from floor area or pickup materials that fall down to floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and binders exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, binders at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50 walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (whole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, binders, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser,

N - Never O - Occasional 1-33% F-Frequently 34-66% C - Constant 67 - 100%

I _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature

Date