



CLASSIFICATION TITLE: Human Resources Generalist	JOB NUMBER: 7072	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Human Resources Supervisor	PAY GRADE: 21	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs intermediate skilled administrative support work for multiple levels of management and employees in one or more key functional areas of Human Resources, and related work as apparent or assigned. Work is performed under the general direction of the Human Resources Supervisor ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Coordinates the day-to-day administration of assigned Human Resources functions; advises City management by providing confidential consultation and professional advice for effective management of employees and business operations within functional area; assists with coordinating and administering functional Human Resources areas outside of regular assignment in the absence of team members as assigned.
- Prepares and maintains a variety of records, reports and files related to specific projects and assignments; develops, prepares, and presents human resource metrics and related analysis.
- Supports records management processes according to regulations and records retention procedures. Prepares documents for destruction following the city's Records Indexing and Disposition System (RIDS).
- Administers and maintains a complex human resource information system (HRIS) to provide for accurate and useful information for proper human resource

management. This includes such tasks as using a specialized HRIS to record employee data to maintain accurate records for producing payroll, providing virtual information about city staff and producing useful and required human resource reports.

- Functional assignments to include two or more of the following:
 - Assist with administration of all city benefit programs; communicates information about the programs; researches and responds to employee inquiries related to benefit programs; manages annual open enrollment activities as appropriate
 - Administers workers' compensation and other occupational medicine programs; administers leave programs such as FMLA, Washington State leaves, non-occupational, disability, return-to-work, and ADA-related requests.
 - Develops and maintains equal employment opportunity data and programs; files EEO-4 report annually; maintains other records, reports and logs to conform to EEO regulations.
 - Administers the drug free workplace and safety sensitive drug and alcohol-free programs for the City.
 - Administers new-employee on-boarding and employee off-boarding experience; participates in developing related processes and programs in accordance with best-practices.
 - Assists with implementation and administration of the City's workforce development program.
 - Assists departments in recruitment and selection efforts, including civil service; conducts staffing and recruitment program activities such as: prepares and reviews job descriptions, job postings, advertisements and announcements; screens applications, schedules interviews, works with hiring managers to develop skills testing and interview questions; develops and conducts in-house promotional exams and assessment centers for civil service positions; coordinates and communicates with applicants/candidates throughout the recruitment and hiring process lifecycle.
 - Provides consultation to employees, supervisors, management and other leadership; participates in and/or leads employment-related fact-findings/investigations and facilitates the resolution of supervisor or employee issues, concerns and conflicts; assists management in disciplinary meetings and processes, issuing discipline, or creating development plans.
 - Works with supervisors as needed regarding performance management issues and to correct deficiencies in employee performance; assists with

drafting corrective action, discipline, grievance and other documents to help ensure city-wide consistency and application.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State and local laws, rules, codes and regulations related to assigned activities.
- Principles and practices of public human resources administration, to include employee and labor relations, compensation, benefits, and leave administration.
- Research methods, data collection, sampling techniques and statistical analysis.
- Operation of a computer, HRIS and other specialized software and data entry techniques; technology practices to enable efficiency and transparency in HR operations and provision of services to customers and the public.
- PC software including word processing, spreadsheets, database, desktop publishing and audio-visual equipment.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Public speaking and facilitation techniques.

Skills and abilities to:

- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Read, learn, interpret, apply and explain rules, regulations, contract requirements, policies and procedures.
- Understand the business of the City and its various operations, departments and divisions to provide perspective in service approaches and customer needs.
- Encourage and facilitate a diverse and inclusive approach to all aspects of human resources and in consultation with City leaders at all levels.
- Understand and facilitate the principles of an ethical approach to all aspects of human resources and in consultation with City leaders at all levels.
- Assist with the development, implementation and day to day administration of human resources policies, programs, projects and automated systems.
- Consult, develop options and advise department and division leadership concerning a variety of human resources matters, including employee relations consulting and labor issues.
- Provide technical information and assistance.
- Lead, plan and organize work for other staff when assigned.
- Work confidentially with discretion, including within the Public Information act/Privacy Acts and HIPAA rules and regulations.
- Collect, compile, analyze and tabulate statistical data.

- Analyze situations accurately and adopt an effective course of action; conduct internal fact-finding investigations using appropriate processes.
- Maintain technical records and prepare detailed and statistical reports.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Proficiency in Microsoft Office Outlook, PowerPoint, Word, and Excel, with a working knowledge of Access.
- Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in human resources management, business administration, public administration, employment law, general studies or related field and three (3) years of experience in human resources administration, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

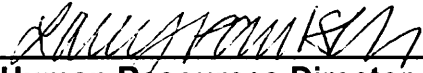

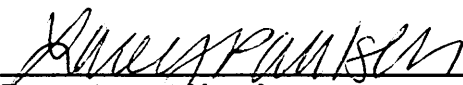
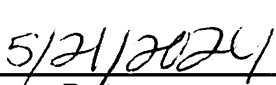

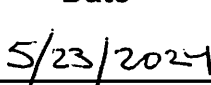
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work constantly requires using hands to finger, handle or feel, repetitive motions, sitting, reaching with hands and arms, speaking and hearing; work regularly requires standing, walking, and pushing or pulling; work occasionally requires exertion of up to 30 pounds of lifting and force, climb or balance, stoop, kneel, crouch or crawl; work has standard vision requirements, vocal communication is required for expressing or exchanging ideas by means of the spoken word, hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, observing general surroundings and activities, and operating motor vehicles; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date