



## **JOB TITLE** Human Resources Generalist

### **REPORTS TO:**

**Position Type:** Exempt

### **Organization and Mission:**

Fresh Start's mission is to provide education, resources, and support for women to positively transform their lives and strengthen our community. We envision a world in which every woman reaches her full potential through achieving personal empowerment and financial self-sufficiency. The Fresh Start Women's Resource Center in downtown Phoenix houses career readiness, family law support services, social work services, domestic violence support groups and resources, an intensive mentoring program, computer training center, scholarships, health & wellness classes, professional clothing, and personal development workshops.

**Description:** The Human Resources Generalist is responsible for performing HR-related duties on a professional level and works closely with all departments. This individual carries out the day-to-day duties of the functional areas including but not limited to: Employee relations, HR administrative tasks, review and streamline of HR documents and policies, coordination of annual performance review and performance of other duties as assigned.

### **Specific Job Responsibilities:**

- Assists with administration of company-wide human resources policies, procedures, and practices in accordance with stated organizational objectives and federal and state legal requirements.
- Serves as a liaison for Fresh Start's P.E.O (Professional Employer Organization) communications and processes.
- Recruits and interviews candidates; provides management with hiring recommendations.
- Coordinates hiring process, including but not limited to conducting background and reference checks, negotiating salary offers, and issuing job confirmation letters and other internal communication.
- Coordinates and/or conducts employee-relations activities and programs including but not limited to employee counseling, interpretation of policies, new employee orientation, and employee recognition programs.
- Coordinates programs to attract qualified candidates through the design and placement of position announcements, advertising, and/or participation in job fairs.
- Conducts exit interviews with employees; communicates findings to management.
- Responds to inquiries regarding the organization's processes, policies, procedures, and programs.
- Conducts ongoing information and training sessions to develop employees and provide support and problem resolution.
- Coordinates distribution/communication of projects including but not limited to Employee Policy handbook, 401(k) open enrollment, and employee recognition.
- Identifies potential employee-relations issues and makes recommendations to management
- Manage the safety protocols and staff trainings concerning safety matters
- Manage the diversity and inclusion policies and procedures
- Organize staff trainings throughout the year
- Organize staff team building events
- Support the Programs and Services team with leading relevant workshops
- Conducts investigations into claims of harassment or other company-guideline violations.
- Coordinates administration of workers' compensation and unemployment claims.
- Assists in administration of company compensation and benefits programs.
- Collaborates with the Programs and Services team to understand the skills and competencies required to support the success of the clients' career paths.
- Performs other related duties as assigned by management.



### Qualifications:

- Bachelor's degree (B.A.) or equivalent, two to four years related experience, or equivalent combination of education and experience.
- Working knowledge of Arizona HR laws and regulations.
- Basic competence in duties and tasks of supervised employees.
- Experience in recruiting and staffing.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Proven ability to handle multiple projects and meet deadlines.
- Strong interpersonal skills.
- Ability to prepare reports and business correspondence.
- Good judgement with the ability to make timely and sound decisions.
- Excellent written and verbal communication skills.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to effectively communicate with people at all levels and from various backgrounds.

### Competencies:

- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Leadership**--Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People**--Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- **Ethics**--Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Strategic Thinking**--Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Notice:** *This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job related duties requested by his or her supervisor.*

*Fresh Start reserves the right to change this job description at any time. This job description supersedes prior job descriptions.*

*Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.*