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Job Description for Human Resources Generalist

Employer Information

Organization Name: Mohawk Valley Resource Center for Refugees alias: The Center

Reports to: Chief Operating Officer

Job Location: Utica

State: New York

FLSA Status: No Exempt

Purpose:

Plan, perform and coordinate human resources activities for staff of an organization.

Education:

Bachelor's Degree

Some College Courses

Associate's Degree (or other 2-year degree)

Knowledge:

Personnel and Human Resources - Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.



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Skills:

Basic Skills

- **Active Learning-** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening-** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking-** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Learning Strategies-** Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- **Mathematics -** Using mathematics to solve problems.
- **Monitoring-** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Reading Comprehension-** Understanding written sentences and paragraphs in work related documents.
- **Speaking-** Talking to others to convey information effectively.
- **Writing-** Communicating effectively in writing as appropriate for the needs of the audience.

Social Skills

- **Coordination-** Adjusting actions in relation to others' actions.
- **Instructing-** Teaching others how to do something.
- **Negotiation-** Bringing others together and trying to reconcile differences.
- **Persuasion-** Persuading others to change their minds or behavior.
- **Service Orientation-** Actively looking for ways to help people.
- **Social Perceptiveness-** Being aware of others' reactions and understanding why they react as they do.

Complex Problem Solving Skills

- **Complex Problem Solving-** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Systems Skills

- **Judgment and Decision Making-** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Systems Analysis -** Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation -** Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the systems.



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Tasks

- Administer compensation, benefits and performance management systems, and safety programs.
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Provide current and prospective employees with information about policies, employee benefits, job duties, working conditions, wages, and opportunities for promotion.
- Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment and recommend needed changes.
- Serve as a link between management and employees by handling questions, interpreting and administering agreements and helping resolve work-related problems.
- Maintain current knowledge of required state, local and federal employment regulations to include; Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, and the Americans with Disabilities Act (ADA) along with others.
- Confer with management to develop or implement personnel policies or procedures.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Maintain and update human resources documents, such as organizational charts, employee handbooks or directories, or performance evaluation forms. This list is not all inclusive.
- Maintain records and compile statistical reports concerning personnel-related data such as hires, leave of absence, performance appraisals, and absenteeism rates.
- Prepare or maintain employment records related to events such as hiring, termination, leaves, transfers, or promotions, using human resources management system software.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
- Oversee the evaluation, classification and rating of occupations and job positions.
- Analyze training needs to design employee development, and health and safety programs.



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- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
- Provide management with information or training related to interviewing, performance appraisals, counseling techniques, or documentation of performance issues.
- Partner with management to Identify staff vacancies.
- Develop or implement recruiting strategies to meet current or anticipated staffing needs.
- Interview job applicants coordinating efforts with appropriate management through selection process making hiring recommendations when appropriate.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Process hiring and benefit related paperwork accurately and in a timely manner.
- Conduct exit interviews and ensure that necessary employment termination paperwork is completed.
- Process and issue employee paychecks and statements of earnings and deductions.
- Compute wages and deductions, and enter data into computers.
- Compile employee time, production, and payroll data from time sheets and other records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Distribute and collect timecards each pay period.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Process paperwork for new employees and enter employee information into the payroll system.
- Keep track of leave time, such as vacation, personal, and sick leave, for employees.
- Conduct verifications of employment.



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Activities

Communicating with Supervisors, Peers, or Subordinates

- Consult with managerial or supervisory personnel
- Compile data for financial reports
- Compute financial data
- Compute taxes

Interacting With Computers

- Use computers to enter, access or retrieve data

Getting Information

- Obtain information from individuals

Staffing Organizational Units

- Assess staff or applicant skill levels
- Establish recruiting procedures
- Evaluate information from employment interviews
- Evaluate qualifications or eligibility of applicant for employment
- Hire, discharge, transfer, or promote workers
- Implement recruiting procedures
- Interview job applicants
- Investigate character of applicants
- Maintain job descriptions
- Publicize job openings
- Rate ability of applicant
- Recruit employees
- Refer applicant to other hiring personnel
- Seek out applicants to fill job openings
- Select applicants meeting qualifications
- Use information from previous employers to determine applicant acceptability

Establishing and Maintaining Interpersonal Relationships

- Maintain cooperative relationships with staff and vendors

Performing Administrative Activities

- Fill out business or government forms
- Maintain file of job openings
- Prepare and Maintain records, reports, or files
- Prepare or maintain employee reco
- Process payroll documents, records, or checks

Documenting/Recording Information



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Resolving Conflicts and Negotiating with Others

Evaluating Information to Determine Compliance with Standards

- Ensure compliance with government regulations
- Evaluate applicant qualifications for licensure

Making Decisions and Solving Problems

Organizing, Planning, and Prioritizing Work

- Enter time sheet information

Processing Information

Judging the Qualities of Things, Services, or People

- Evaluate reliability of source information

Scheduling Work and Activities

- Arrange for transportation or accommodations

Updating and Using Relevant Knowledge

- Use counseling techniques
- Use government regulations
- Use interviewing procedures
- Use knowledge of investigation techniques
- Use public speaking techniques

Analyzing Data or Information

- Conduct research on work-related topics
- Use psychological assessment tools

Identifying Objects, Actions, and Events

- Understand government labor or employment regulations

Guiding, Directing, and Motivating Subordinates

- Supervise clerical or administrative personnel

Communicating with Persons Outside Organization

- Compile information through interviews
- Make presentations

Interpreting the Meaning of Information for Others

- Explain rules, policies or regulations

Provide Consultation and Advice to Others

- Advise department managers in personnel matters
- Consult with customers concerning needs
- Recommend improvements to work methods or procedures
- Refer clients to community services or resources



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Developing and Building Teams

Training and Teaching Others

- Conduct training for personnel

Performing for or Working Directly with the Public

- Provide customer service
- Provide information about facilities

Thinking Creatively

Developing Objectives and Strategies

Coaching and Developing Others