

JOB DESCRIPTION

Job Title: HR Generalist
Department: Administration
Reports To: Chief Executive Officer
FLSA Status: Exempt

Position Summary: The Human Resources (HR) Generalist connects TOMAGWA's departments by representing all of its employees. The HR Generalist manages the daily operations of the HR Department by executing HR policies and procedures, initiating resource planning and recruitment, coordinating employee benefits and maintaining interdepartmental communication. This position also assists the training department in planning and implementing various training programs, takes care of bi-weekly payroll and handles employee relations and exit procedures. Apart from these duties, an HR Generalist is also responsible for analyzing and maintaining the attrition rate, internal promotions, employee evaluation/appraisals and complaints and grievances.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

HUMAN RESOURCES OVERSIGHT

- Creating a recruitment plan and calendar according to operation and program projections.
- Generating official internal documents such as offer letters, appointment letters, salary slips and warning letters.
- Creating onboarding plans and educating newly hired employees on HR policies, internal procedures, benefits and regulations.
- Maintaining physical and digital files for employees and their documents, benefits, and attendance records.
- Coordinating employee benefit plans, including new employee onboarding and open enrollment for all full-time employees.
- Creating employee engagement plans, getting necessary budget approval, and initiating activities.
- Collaborating with outside vendors, upper management, and employees to maintain CSR standards conscripted by authorities.
- Evaluating employee performance and appraising their pay scale accordingly.
- Taking appropriate disciplinary action against employees who violate rules and regulations and addressing employee grievances.

COLLABORATION: CHIEF OPERATIONS OFFICER

- Develops, implements, and monitors the annual staffing plan for all clinical areas.
- Ensures strong staff participation in the QI/QA program within all operating departments.
- Maintains high employee satisfaction levels (above 75%).
- Manages and evaluates contractual relationships with providers of outside services required for TOMAGWA to meet HRSA requirements for availability, accessibility, quality, comprehensiveness, and coordination.

COLLABORATION: CHIEF FINANCIAL OFFICER:

- Ensures that the Chief Financial Officer has all information necessary to develop a budget that meets TOMAGWA's goals and objectives.
- Provides all information necessary and assists in planning staffing needs and training.
- Implements and monitors the staffing budget.
- Ensures staffing and training is optimized in all operating departments.
- Regularly monitors financial statements, operational budget and productivity reports.
- Ensures supplies and equipment are purchased at "best value" prices.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Fundamental Skills: To effectively manage employees, The HR Generalist should have certain hard and soft skills, including:

- Knowledge of administrative tasks and responsibilities.
- Excellent verbal and written communication skills.
- Advanced computer skills, including data entry, data processing, communication tools and payroll and human resources software.
- Problem-solving skills and resourceful thinking.
- Leadership and coaching skills.
- Strong empathy and interpersonal skills.
- Detail-oriented with excellent organizational skills.
- Attention to detail and analytically driven.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Business Acumen - Aligns work with strategic goals. Conducts cost-benefit analyses. Demonstrates knowledge of market and competition. Displays orientation to profitability. Understands business implications of decisions.

Business Ethics - Inspires the trust of others. Keeps commitments. Treats people with respect. Upholds organizational values. Works ethically and with integrity.

Managing Customer Focus - Develops new approaches to meeting employee (customer) needs. Establishes customer service standards. Monitors customer satisfaction. Promotes customer focus. Provides training in customer service delivery.

Strategic Thinking - Adapts strategy to changing conditions. Analyzes market and competition. Develops strategies to achieve organizational goals. Identifies external threats and opportunities. Understands organization's strengths & weaknesses.

Visionary Leadership - Acts in accordance with vision. Communicates vision and gains commitment. Creates a clear, compelling vision. Displays passion and optimism. Mobilizes others to fulfill the vision.

Standards of Service:

1. Serves as an advocate for our patients and the employees.
2. Serves as an example to staff.
3. Maintains an attitude of helpfulness and compassion in all situations.
4. Exercises cultural sensitivity.
5. Performs assigned tasks with organization, accuracy and efficiency.
6. Protects company assets.
7. Portrays professional appearance with adherence to professional dress standards.
8. Maintains well-kept and tidy surroundings.
9. Communicates in a prompt, precise and positive manner.
10. Follows appropriate chain of command.
11. Uses sound judgment when making decisions.
12. Demonstrates professionalism and tact when managing conflict or stressful situations.
13. Steps in to help TOMAGWA teammates when needed to provide excellent care for patients.

Education/Experience: Associates or Bachelor's degree in Human Resources, Administration or other relevant field or a minimum 2 years of previous related experience is required. Must be experienced in conducting successful recruitment procedures, and performing all duties related to employee relations. Advanced certification, such as Professional (PHR), Senior Professional (SPHR) or Global Professional (GPHR) in Human Resources is a plus.

Language Ability: Read, analyze, and interpret complex documents. Respond effectively to sensitive inquiries. Make persuasive presentations on complex topics to management, public groups and/or Boards of Directors.

Reasoning Ability: Apply logical thinking to a wide range of intellectual and practical problems.

Computer Skills: To perform this job successfully, an individual should have knowledge of Microsoft Office, including Outlook, Word, Excel and PowerPoint and Human Resources software.

Certificates and Licenses: None.

Supervisory Responsibilities: Responsible for the overall direction, coordination, and evaluation of the Human Resource Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training, planning, assigning and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.

Travel and Standard Work Schedule: Standard hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position is sometimes responsible for working hours outside of the standard work schedule. Some travel may be required.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands for dexterity, to handle or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor/Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date

EMPLOYEE NAME: Print