Human Resources Generalist

ORGANIZATION

Anne Arundel Workforce Development Corporation (AAWDC) is a nationally recognized, innovative workforce development organization that provides high-quality workforce development services to drive purposeful change in Anne Arundel County and across Maryland. AAWDC is the bridge between understanding the workforce and talent development needs of local and regional businesses and preparing individuals to meet their full career potential. AAWDC's vision, mission, and core values are at the heart of the way the organization achieves success.

OVERVIEW OF RESPONSIBILITIES

The Human Resources Generalist performs a variety of human resource functions including, but not limited to, recruitment, retention, on-boarding, benefits administration, maintaining personnel records and files, staff development, employee relations, serves as EEO for AAWDC, employee evaluations, employee recognition, and policy development in accordance with federal, state, and related regulations. Supervises administrative support staff, as assigned. Provides staff with regular updates on HR issues.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS

Recruitment and On-Boarding (30%)

- Works with management staff to fill open positions, to include approvals, updating job descriptions, and developing recruitment and hiring plans.

- Uses internal and external strategies to generate qualified candidate pools.

- Utilizes applicant software to manage and document the recruitment process.

- Screens candidates against stated minimum qualifications; refers qualified applicants to hiring managers.

- Conducts telephone screening and sets up in-person interviews.

- Conducts reference checks and coordinates background and drug testing.

- Prepares offer letters and new hire packets, as required; processes new hire paperwork.

- Coordinates onboarding process to include policy overview, benefits, career paths, training opportunities, and culture.

- Sets up new hires in accordance with established procedures.

Employee Relations/Retention (50%)

- Collaborates with managers and employees on employee relations and satisfaction issues to proactively address concerns in a timely and confidential manner, documents problems, and develops optimal resolutions to maintain consistency across departmental units.

- Models the AAWDC core values of Innovation, Collaboration, and Excellence.

- Coordinates employee recognition programs and events to celebrate successes, birthdays, etc., and fosters improved employee satisfaction; evaluates results of such programs.

- Coordinates internal training events including communication, catering, attendance records, and program evaluations; provides participant feedback summaries to management staff.

- Conducts exit interviews; prepares quarterly trend reports.

- Coordinates and manages the performance evaluation review process.

HR Policies and Procedures (15%)

- Benefits administration, HR policies and procedures.

- Periodic review of job descriptions to ensure they accurately reflect position responsibilities and make recommendations on changes as needed.

- Coordinates open enrollments, changes, and training for employee benefits programs.

- Maintains employee hard copy and electronic files (HRIS) in accordance with federal, state, and organizational requirements.

- Develops and updates Employee Handbook/Policy Manual, to include drafting new policies, making recommendations for changes, and monitoring implementation and compliance; ensures policies comply with federal, state, and local regulations.

- Works with program managers, supervisors, and employees to ensure that AAWDC policies and procedures are understood and followed. Recommends disciplinary action for infractions and oversees the performance improvement process.

- Updates and distributes monthly staff list to reflect new hires, promotions, and terminations; updates Organization Chart, as needed.

- Ensures that all federal and state reporting requirements are met.

Other (5%)

- Serves as the EEO officer for AAWDC.

- Supports facilities systems including telecommunications, alarms, IT, cleaning, etc., in conjunction with the Center Operations Manager.

- Ensures that the professional appearance of the office environment is maintained to reflect AAWDC's mission and values.

- Serves as primary back-up to HQ Administrative Assistant.

- Coordinate registration and travel arrangements for staff trainings and conferences.

- Other duties as assigned.

EDUCATION BACKGROUND
Bachelor's degree in Human Resources or related field preferred; two years of college combined with two years of directly related experience may be considered in lieu of degree attainment. Advanced verifiable proficiency in Microsoft Office Suite, to include Word, Excel, Outlook, and PowerPoint.

SKILLS AND CERTIFICATIONS
Minimum of two years administrative experience to include recruitment, record-keeping, and related human resources functions is required. Considerable knowledge and experience in resolving problems, involving mature judgment and compliance with organizational policies, established procedures, regulatory requirements, and federal and state laws.

Must be able to work efficiently and effectively with customized databases and technology and conduct best practice research. Excellent organizational skills and ability to prioritize work, multi-task, and manage deadlines effectively. Excellent written and oral communication and presentation skills. Ability to research, analyze, and problem solve effectively. Exceptional interpersonal skills to handle sensitive, confidential issues and to develop employee trust and confidence at all levels within the organization.

Anne Arundel Workforce Development Corporation is an equal opportunity employer, with a strong commitment to a diverse workforce. We encourage all qualified applicants to apply regardless of gender, age, color, national origin, disability, or any other protected characteristic.