ASHEVILLE, NORTH CAROLINA

Classification Specification

Human Resources Generalist
Job Code: 3535
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide professional human resources support to County departments in an assigned functional area, such as recruitment, compensation, or other human resources function.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Coordinates with department directors, human resources liaisons, and hiring managers to determine vacancies and hiring needs: creates and posts job openings and notices in print, on websites, etc.; distributes applications and explains the application process to applicants; attends job fairs and recruitment events.

Coordinates developing selection criteria, scoring plans, and screening of candidate applications: develops selection criteria in coordination with hiring manager; creates and develops interview questions, scoring plans, scoring matrices, and evaluation programs; reviews applications for minimum qualifications; forwards qualified applications to appropriate personnel; notifies candidates of status of applications; and creates or updates related templates.

Coordinates interview and testing processes: schedules interview with hiring department and candidate; obtains

and/or creates interview questions; gathers materials in preparation for interview; participate in in interviewing candidates; administers and tracks written and/or physical testing for Fire and Police vacancies, including establishing testing dates, times, and locations and scoring tests; schedules drug screens; conducts background checks; and makes recommendations regarding hiring decisions.

Coordinates hiring process: extends offers to candidates by phone, email, or letter; facilitates counteroffers; generates offer letters for new hires, re-hires, demotions, promotions and transfers; schedules orientation, starts dates, medical screenings and other new hire activities; contacts department heads to provide candidate start date, changes to pre-hire status, and other information; and prepares, updates, and routes related documentation, forms, and files.

Assists in developing compensation procedures and processes and establishing pay practices, procedures and strategies: assists in the development of plans, goals, objectives, policies, and procedures; provides advice and technical expertise regarding classification and compensation issues; assist in planning, designing, developing, implementing and evaluating related projects and programs; makes recommendations for adjustments and changes; and monitors the implementation of adjustments and changes; creates, edits, and posts Requests for Proposals (RFPs); evaluates bids; and participates in selecting and monitoring vendors and consultants.

Assists in administering compensation and classification plan: assigns classes by pay grade to a pay scale; conducts wage, salary, and benefits surveys; analyzes organizational structures and complex compensation data; maintains and/or adjusts class specifications, job descriptions, placements, and market matches; monitors internal salary ratios and external salary survey information; responds to external salary survey requests; makes recommendations regarding the allocation and reallocation of positions; calculates and implements annual mass salary increases; enters and audits related data; and processes other salary adjustments and increases as directed.

Provides information and consultation to employee and management regarding compensation and benefits programs, policies, and procedures, and interpretation and application of related laws and regulations: makes presentations and provides training regarding compensation topics and procedures, changes to existing or new pay programs, payroll practices and other training tops as assigned.

Provides administrative support to Civil Service Boards: attends regular meetings and confidential hearings; takes minutes and provides related records; coordinates with City Clerk to record Board decisions; coordinates with Deputy City Attorney to interpret and apply open records and civil service laws; schedules grievances with inside and outside counsel; and maintains Board website.

Researches, compiles, and/or monitors administrative, statistical or other data pertaining to compensation operations; creates and implements reporting capabilities to automate manual activities, improve processes, and enhance accuracy and efficiency; ensures compensation and payroll data and quality; summarizes data, performs routine data analysis, and prepares reports; and conducts research of department files, database records, electronic data sources, Internet sites, hardcopy materials, or other sources as needed.

Communicates with City officials, supervisor, other City employees, third party service contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, applications, position requisitions and questionnaires, drug screen notifications, background checks, job evaluation manuals, policies, pay stubs, invoices, offer letters, personnel action forms, selection materials, testing data, memos, employee data, pay audits, , and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Human Resources or related field required; supplemented by two years of experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.