CUYAHOGA COUNTY PUBLIC LIBRARY

Position Description

Title: Senior Human Resources Generalist | HRD PDXXX | Grade: 37

Supervisor's Title: Director of Human Resources | FLSA: NE

Positions Supervised: N/A

GENERAL SUMMARY

The human resource generalist is responsible for performing HR-related duties on a professional level and works closely with Director of Human Resources in supporting the organization. This position carries out responsibilities in the following functional areas: benefits administration, employee relations, training, performance management, onboarding, policy implementation, recruitment/employment, and employment law compliance.

JOB REQUIREMENTS

1. Comprehensive knowledge of principals, concepts and practices of human resources management including compensation/benefits, labor relations, employee performance, evaluation and training and policy and procedure development.

2. Knowledge of governmental programs and regulations affecting HR administration including legal ramifications of non-compliance.

3. Knowledge of budget development and implementation to meet established and proposed goals and objectives.

4. Strong organizational skills with ability to establish work priorities and delegate individual work responsibilities.

5. Excellent communication skills for presenting policy information, representing CCPL in various negotiation situations and interaction with Library and Division personnel.

6. Computer literate with knowledge of and ability to utilize required HR software.

POSITION COMPETENCIES

1. Communication – Speaks and expresses self clearly; creates an atmosphere in which timely and high quality information flows smoothly; actively listens to, attends to and conveys understanding when conversing
with others; conveys information clearly, both formally and informally.

2. Collaboration and Partnership - Consistently creates opportunities to partner and leverage relationships with other organizations; fosters wise use of resources; actively seeks ways to interact with and benefit the community; inspires those within the library to work together to achieve goals; initiates and develops relationships with others as a key priority; creates an atmosphere in which timely and high quality information flows smoothly between self and others.

3. Emotional Intelligence - Genuinely cares about people; is concerned about others’ work and non-work problems; relates well to all; is available and ready to help; is cool under pressure; does not show frustration when resisted or blocked; is a settling influence in a crisis; easily gains trust and support of peers; can defuse even high-tension situations comfortably.

4. Service Orientation - Constantly works on solving community issues relevant to the organization; dedicated to meeting and going above the expectations and requirements of internal and external stakeholders; recognizes and effectively balances the interests and needs of the library with other organizations; identifies and cultivates relationships with key stakeholders representing a broad range of functions and levels; builds strong external networks with people in the industry or profession; initiates and develops relationships with others as a key priority.

5. Operational Excellence - Consistently delivers high quality service to internal and external stakeholders; effectively makes decisions that enhance the organization’s value to the community; actively defines standards for quality and evaluates processes and/or services against those standards.

**ESSENTIAL JOB FUNCTIONS**

1. Complies with Cuyahoga County Public Library’s policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the job, including (but not limited to) work scheduling and attendance, customer service, use of Library property, computer use, personal conduct, and confidentiality.

2. Administers various human resource plans and procedures for all organization personnel; assists in the development and implementation of personnel policies and procedures; prepares and maintains the employee handbook and the policies and procedures manual.

3. Partners with employees and management to communicate various human resource policies, procedures, laws, standards and other government regulations.

4. Participates in developing department goals, objectives and systems.
5. Administers the compensation program; monitors the performance evaluation program and revises as necessary.

6. Performs benefits administration, including claims resolution, change reporting, approving invoices for payment and communicating benefits information to employees.

7. Handles employee relations counseling, outplacement counseling and exit interviewing.

8. Maintains working relationship with union officials and adheres to terms of labor contract by monitoring day-to-day implementation of policies concerning wages, hours and working conditions.

9. Represents management in investigating, answering and settling grievances, by arranging and scheduling grievance hearings between union personnel, supervisor and the management team.

10. Responds to employee relation issues such as employee complaints, harassment allegations and civil rights complaints.

11. Manages and track employee disciplinary action.

12. Assists with recruitment tasks as needed (reviews applications, interviews).

13. Facilitates or provides training to the workforce.

14. Participates in administrative staff meetings and attends other meetings and seminars.

15. Assists in evaluation of reports, decisions and results of department in relation to established goals. Recommends new approaches, policies and procedures to continually improve efficiency of the department and services performed.

16. Maintains compliance with federal, state and local employment and benefits laws and regulations.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

EDUCATION AND EXPERIENCE

1. Bachelor’s degree from an accredited college or university is required.
2. Five years of Human Resources experience is required.

3. A criminal background check is required, as are pre-employment drug and nicotine screens.

PHYSICAL DEMANDS AND WORKING CONDITIONS

1. Occasional minor discomforts from near continuous use of computer terminal.

2. No major sources of working conditions discomfort, i.e. standard work environment with possible minor inconveniences due to occasional noise, crowded working conditions, and/or minor heating, cooling or ventilation problems.