



Job Description

POSITION: HR Generalist	
DEPARTMENT: Human Resources	STATUS: Exempt
LOCATION: Agawam, MA	
THIS POSITION REPORTS TO: Human Resources Manager	
WHO REPORTS TO THIS POSITION: None	

GENERAL SUMMARY:

The Human Resources Generalist will assist in the delivery of Human Resources services company wide. Responsible for performing a variety of human resource support duties; including maintaining the employee records and files and assisting with HRIS maintenance and updates. Assists in informing new employees of human resource policies and programs as needed. Performs general office support functions and assists area personnel as necessary

ESSENTIAL JOB FUNCTIONS:

- Update, inform and escalate to HR Manager any activities and situations that will impact the achievement of corporate or department goals and objectives.
- Maintain confidentiality of company-sensitive data.
- Respond to employee questions regarding benefits and company policies.
- Knowledge of ADP systems (HR Benefits, Workforce Now, Reporting).
- Implement a commitment to quality philosophy and recommend methods and procedures to reduce cost and/or improve operating efficiency of the department.
- Respond effectively and accurately to internal customers.
- Administratively assist the HR Manager in LOA Process including, STD, LTD, FMLA compliance, Worker's Compensation, and EAP programs.
- Various HR reporting as required.
- Assist the HR Manager with EEOC, Vets100, AA statistical research and reporting.
- Assist with U.S. and Canadian administration of benefit and retirement plans.
- Manage benefits billing including reconciliation and payment of monthly billings.
- Assist the HR Manager with the recruitment process including external and internal job postings and applicant tracking.
- Support Open Enrollment process for multi-locations.
- Assist in new employee orientation and all benefit enrollments.
- Maintain, in the strictest confidence, information received concerning confidential matters.
- Knowledge of multi-state and federal laws and regulations.
- Excellent communication skills, both verbal and written.
- Flexibility in work hours based on the needs of the operation is essential.



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- Work effectively in a team environment and with a variety of individuals with a drive to succeed and to take ownership of one's roles and responsibilities.
- Strong customer service skills and demonstrated ability and commitment to work
- Confidence in presenting to groups of people.
- Maintain a strong work ethic at all times.
- Ability to review existing software and make recommendations as to improvements.
- Ability to review processes for efficiency and improvements.
- Accurate attention to details.
- Proficient in Excel, Powerpoint, and MS Office Suite Products.
- Perform other related duties as required to achieve the goals and objectives of the department and company.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must have computer and word processing skills including knowledge of computer programs such as Word, Excel. Knowledge of HRIS systems preferred. Must have good oral and written skills. Superior customer service skills, time management skills and the ability to multi-task, follow directions, and quickly learn new tasks, are essential. Also essential to this position is the ability to maintain a professional relationship with internal and external customers.

EDUCATION AND EXPERIENCE:

Associate's degree and/or equivalent training with 5+ experience practicing Human Resource disciplines. PHR Certification preferred. Manufacturing experience preferred.

WORK ENVIRONMENT

Typical of a standard office environment. Noise level is generally quiet.

PHYSICAL DEMANDS:

- Sitting and using office equipment (computers, telephones, calculators, copiers) for prolonged periods of time.
- Lifting requirements generally under 25 lbs.
- May require travel within U.S. and Canada