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KENNETH YOUNG CENTER
HUMAN RESOURCES

POSITION DESCRIPTION & POSTING

HUMAN RESOURCES GENERALIST

Job Scope: Responsible for performing HR-related duties on a professional level and works closely with the HR Manager. This position carries responsibilities in the following functional areas: payroll, benefits, onboarding, talent acquisition, and employment law compliance.

Essential Functions: The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Primary Responsibilities

A. Human Resources

1. Processes payroll and coordinate changes with finance; compiles data reports as needed
2. Processes 403 (b) distribution following payroll with review by finance
3. Benefits administration – claims resolution, change reporting, reviewing and reconciling invoices (medical, dental, life & disability)
4. Conducts new hire orientations
5. Coordinates new hire, status change, and termination processes
6. Oversees on-boarding and background checks of new employees
7. Maintains HR information system in Paylocity and Users Drive – i.e. digital employee files
8. Maintains all HR files – updating organizational system as directed
9. Manages FMLA requests, LOA requests, W/C claims & ADA cases
10. Assists in the onboarding process for non-supervisory personnel and summarize exit interview questionnaire data at year end or as directed
11. Responsible for benefits portal – assists employees with changes in coverages, new/term employees, etc.
12. Assists HR Manager in talent acquisition efforts – update job descriptions, places advertisements (internal, website, job boards), conducts phone screens, background/reference checks, phone screens, interviews, responding to job applicants, etc.
13. Assist in professional development efforts
14. Communicate Human Resources information to employees, ensure compliance with all HR requirements.
15. Cultivate relationships with staff members and vendors
16. Assist in policy and practice revisions and research as assigned
17. Assist in the development and implementation of personnel policies and procedures
18. Assists in evaluation of reports, decisions and results of department in relation to established goals. Recommends new approaches, policies and procedures to effect continual improvements in efficiency of the department and services performed
19. Maintains compliance with federal and state regulations concerning employment

20. Registering new employees through relevant health care provider enrollment (Medicare, Medicaid, and CAQH)
21. Manage internal Credentialing/Re-credentialing for staff Psychiatrists
22. Complete other related duties and special projects as assigned

B. Administration – Reception

1. Cover as needed
2. Greet clients as they arrive for appointments
 - a. Have client sign ticket and notify therapist/doctor of client's arrival
 - b. Assure that self-help group clients' sign in on log and wear name tags.
 - c. Ensure that KYC group clients are assigned a ticket
3. Collect client payment, provide receipt, and double check amounts for accuracy
4. Accurately enter current day's client payments into CIS (client tracking software)
5. Answer, screen and/or forward all incoming calls
6. Call doctor's clients to confirm following day appointments
7. Schedule approved doctor's appointments and/or reschedule as needed
8. Opening and closing as needed
9. Complete check off list for closing procedure
10. Create client tickets when necessary

II. General Competencies

- A. Prioritize assigned HR responsibilities with direction of supervisor
- B. Ability to handle multiple projects with defined deadlines
- C. Frequently communicate with supervisor and use supervision effectively
- D. Maintain strict confidentiality of all HR communications and information
- E. Capacity to follow through with assigned tasks to completion
- F. High level of productivity and efficiency with assigned work tasks
- G. Demonstrate cooperation
- H. Use excellent judgment

III. Core Competencies

- A. Problem Solving/Analysis
- B. Project Management
- C. Strong Interpersonal communication skills with the ability to interact with a diverse range of individuals
- D. Calm and focused in the face of challenging situations and deadlines
- E. Patience for interacting with employees and managing change
- F. Ethical Conduct
- G. Human Resources capacity
 1. General understanding of HR policies and practices
 2. General understanding of Federal and State laws relating to employment, termination, compensation and benefits

IV. Special Competencies

- A. Ability to interact with staff in a friendly, engaging manner
- B. Customer service skills
- C. Collect or gather data or funds
- D. Interact with the public in getting or giving information
- E. Orientation towards teamwork and cooperation
- F. Proficiency with technology and various computer programs

- G. Exceptional organizational skills and attention to detail
- H. Ability to take direction

V. Work Environment

- A. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copiers, filing cabinets and fax machines.

VI. Physical Demands

- A. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.
- B. While performing the duties of this job, the employee is regularly required to talk or hear, use eyes to see and scan the environment
- C. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms; bend or stoop as necessary.
- D. The employee is occasionally required to carry, move, or transport employee files, records or other objects weighing as much as 25 lbs.

VII. Travel

- A. The employee is required to travel by automobile to and from Schaumburg, Mt. Prospect and Elk Grove Township office locations as much as several times monthly as well as occasional meetings/trainings in and around KYC's catchment area.
- B. While conducting external KYC business or traveling between sites, the employee may be exposed to fumes or airborne particles as well as changing weather and road conditions.

VIII. Position Requirements

- A. Bachelor's degree required
- B. PHR certification preferred
- C. Minimum three (3) years human resources experience
- D. Minimum two (2) years office administration experience
- E. Minimum one (1) year payroll experience
- F. Non-profit experience preferred
- G. Excellent computer skills
- H. Excellent communication skills

IX. Chain of Authority

- A. Reports to Human Resources Manager

X. Schedule/Time Keeping/Time-Off

- A. Full-time, Non-exempt, 37.5 hour work week
- B. Days and hours of work are usually M-F, 9 a.m. to 5 p.m.
- C. Ability to flex availability to occasionally work evenings or Saturdays as needed
- D. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

Kenneth Young Center is an Equal Opportunity Employer