

See Rock City, Inc.
JOB DESCRIPTION

Title: Human Resources Generalist	Team: Human Resources
Reports to: Human Resources Manager	Status: Full-Time, Non-Exempt

Summary

The HR Generalist is responsible for administration of policies, processes, and programs related to all phases of Human Resources activity across See Rock City, Inc.'s entities and locations. Under the direction of the Human Resources Manager, the HR Generalist is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Assists in providing guidance to the HR team related to the administration of HR initiatives in coordination with the manager.
- Continually monitors HR and organizational policies/procedures for efficiency and effectiveness, providing feedback and making recommendations regarding opportunities, challenges, strategies, and successes.
- Identifies new and effective processes and initiatives in conjunction with organizational strategy, resources, and results.
- Maintains consistent physical presence across locations to provide in-person support, partner relations development, and understanding of unique partner/location needs and operations.
- Ensures accurate and timely administration of partner and other documents/records across the HR function.
- Assists HR team members in various capacities, as necessary, to execute recruiting and training initiatives.
- Assists manager by responding to inquiries from partners and other members of leadership regarding policies, procedures, and programs.
- Serves as a primary point of contact and resource for all partners across the organization, answering questions, helping to resolve issues, and providing support in order to facilitate a positive work environment and experience.
- Generates and maintains accurate and timely reports related to HR initiatives/programs.
- Assists in the execution of HR-driven community involvement such as organizational activities, volunteer opportunities, and other campaigns.
- Spearheads planning and executing internal special events for our partners.
- Maintains knowledge of employment law; ensures compliance with all federal and state laws throughout generalist responsibilities.
- Maintains confidentiality of sensitive information.
- Selects, orders, and maintains partner uniform inventories for the organization.
- Performs other duties as assigned by management.

Qualifications

- Bachelor's Degree in Human Resources, Business Management, I/O Psychology, or related field.
- Minimum 3 years' experience in Human Resources, with experience in customer service focused environment/industry preferred.
- Equivalent combination of education and experienced may be considered.
- Professional certification through HRCI and/or SHRM preferred.
- Knowledge and understanding of state and federal employment law as well as HR industry best practices.
- Ability to effectively present information and respond to questions from a group of managers, guests, partners, or the general public. Ability to lead a class.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills.
- Superior attention to detail.

- Ability to read & analyze business correspondence. Ability to develop and write reports, policies, procedures and other related business documents.
- Excellent computer skills with proficiency in Microsoft Office and related software.
- Excellent organizational skills.
- Must be able to travel locally occasionally.
- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 20 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.