

Career Path: Human Resources Generalist

Involves recommending, developing, implementing, administering, coordinating, and/or evaluating Human Resources policies, labor contracts, statutes, programs and procedures covering several of the following: recruitment, compensation, employee relations, labor relations, payroll, benefits, training and development, visa procurement, intercampus transfers, and leave management.

	Entry	Experienced	Expert
General Scope	Entry-level professional; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments of limited variety and complexity, requiring limited judgment and decision making.	Experienced, journey-level professional who knows how to apply theory and put it into practice with full understanding of the professional field; broad job knowledge; works on problems of diverse scope where analysis of data requires evaluation of identifiable factors.	Recognized campus expert. Has significant impact and influence on university policy and program development. Is assigned the highest level of analytical duties that involve in-depth knowledge and understanding of numerous variables and interrelationships. Regularly leads projects of critical importance which carry substantial consequences of success or failure.
Custom Scope	<ul style="list-style-type: none"> • Applies professional HR concepts, policies and procedures in the completion of HR assignments that are of limited scope and impact. • Receives instruction and supervision on new work assignments, and regularly consults with HR specialists in the course of completing assignments. 	<ul style="list-style-type: none"> • Uses professional HR concepts as a seasoned, experienced professional to apply policies and procedures to resolve a wide range of HR-related issues. • Works independently on problems that are diverse and complex in scope, where analysis of situations requires a review of a variety of factors. • Normally receives some direction on assignments and works under general supervision 	<ul style="list-style-type: none"> • Recognized functional expert who regularly leads HR projects critical to the organization. • Utilizes comprehensive and in-depth HR expertise to provide guidance and recommendations regarding the organization's strategic direction. • Works on HR matters that are the most diverse and complex in scope where analysis of data and situations requires evaluation of many factors and implications with broad impact on the organization. • Determines methods and procedures on new assignments and functions as a lead with other HR professionals. • Is considered a subject matter expert.

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Key Responsibilities	<ul style="list-style-type: none"> • Assists with maintaining records for equal employment opportunity and affirmative action reporting requirements. • May work with managers to facilitate general benefits communications and provide routine guidance on personnel policies and procedures. • Manages sensitive and confidential information and effectively and collaboratively interacts with client groups • Facilitates bringing new employees into the organization including orientation, overview of benefits, signing of required paperwork such as 1-9, Oath, etc. 	<ul style="list-style-type: none"> • Under general supervision provides advice and counsel to client groups according to established HR policies and procedures. • Reviews resumes, interviews, checks references, and sets or recommends salary for staff positions. Advises managers on hiring process. • Counsels employees and management on sensitive and difficult work-related problems. • May maintain records for equal employment opportunity and affirmative action reporting requirements. • Conducts HR trends analyses and helps develop recommendations. • Advises all levels of managers, supervisors, and employees in developing job descriptions, resolving benefits issues, and providing guidance on compensation programs, personnel policies and procedures. • Provides support to units or departments in administering policies and programs in the areas of employment, labor relations, wage and salary administration, training, and other areas of HR. • Facilitates bringing new employees into the organization including orientation, overview of benefits, signing of required paperwork such as 1-9, Oath, etc. 	<ul style="list-style-type: none"> • Regularly leads and influences senior managers on HR strategic planning, managing risk, employee and labor policies, procedures, and practices. • Reviews resumes, interviews, checks references, and sets or recommends salary for senior positions. Advises managers on hiring. • Manages and advises on labor and employee relations issues. • Regularly leads and conducts complex and varied analyses of issues or concepts with broad organizational impact. Develops resulting recommendations employing political acumen and/or influence to determine appropriate courses of action. • Regularly works on significant and complex re-organizations and staffing objectives affecting the organization. • Provides strategic guidance to all levels of the organization in administering policies and programs in all areas of HR. • Provides direction and guidance to HR Generalists and effectively interacts with diverse client groups at all levels. • Assesses supervisory trends and recommends or facilitates professional training. • Develops unit specific programs and policies. • Identifies need for and facilitates workgroup assessments. • Regularly serves on committees to counsel and help determine campus HR strategies, policies and practices.

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Knowledge and Skills	<ul style="list-style-type: none"> • Knows basic analytical principles and concepts. • Has basic analytical skills to conduct analysis, demonstrates organizational skills and problem-solving skills. • Ability to acquire and apply new knowledge of policies, programs and procedures. • Knows related software programs and systems. • Demonstrates skill in communicating clearly and effectively orally and in writing. • Applies basic customer service skills. • Manages sensitive and confidential information effectively. 	<ul style="list-style-type: none"> • Has thorough knowledge of HR concepts, policies and procedures • Demonstrates knowledge of business unit. • Possesses strong analytical skills to conduct analysis and develop recommendations, demonstrating organization and problem-solving skills. • Able to employ political acumen. • Knows related software programs and systems. • Is skilled in communicating effectively orally and in writing. • Demonstrates skill in prioritizing competing work assignments, • Possesses strong analytical, active listening and critical thinking skills. • Demonstrated ability to handle charged situations effectively. • Ability to support and provide effective customer service. • Manages sensitive and confidential information effectively. 	<ul style="list-style-type: none"> • Demonstrates expert knowledge of HR concepts, policies and procedures as well as campus initiatives relating to and/or impacting HR. • Demonstrates expert knowledge of business unit. • Possesses expert analytical skills to provide strategic direction for HR practices and procedures, conduct analysis and develop recommendations, demonstrating organization and problem-solving skills. • Able to assess risks and advise and influence management on decisions without precedent. • Able to employ political acumen to achieve results. • Has expert knowledge of software programs and systems. • Is highly skilled in communicating complex information or feedback orally and in writing. • Possesses highly developed analytical, active listening and critical thinking skills. • Demonstrates ability to handle and diffuse the most difficult or charged situations effectively. • Ability to model, support and provide effective customer service. • Manages sensitive and confidential information effectively.