



Job Title:	Human Resource Generalist	Represented?	No
Department:	Human Resources	FLSA Classification:	Non-Exempt
Reports To:	Human Resources Director	People Manager?	No

SUMMARY:

This position is responsible for performance or oversight of the daily operational functions of the Human Resources (HR) department, including but not limited to, leaves of absence support, ADA management, employee relations, workers compensation, adherence to company policy, practices, and employment law and agency regulatory compliance.

ESSENTIAL FUNCTIONS:

Provides broad support for HR activities, functions, and programs including employee relations, compensation, leaves, training, and performance management.

Researches and interprets federal, state and local policy and other employment related laws, rules and regulations related to designated functions and advises of any updates that may reflect related operations. Analyzes, understands and uses discretion in applying a variety of laws, rules, regulations, and policies to resolve problems consistent with established standards.

Performs routine operational functions required to administer and execute human resources programs including but not limited to disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale.

Provides HR support to questions and inquiries from employees, supervisors and managers including explanation of policies, procedures, rules, and regulations applicable to human resource functional area(s); directs and refers more complex or specialized inquiries as appropriate.

Coordinates the workers' compensation program and ensures compliance with applicable OSHA and workers' compensation laws with the HR Director.

Participate in employee disciplinary meetings, terminations, and/or investigations as directed by the Director of Human Resources.

Creates, maintains and produces a variety of standard and recurring reports. Manages metrics and analytics to support analysis and data driven decision-making for the Human Resources Department.

Partner with HR Director and agency leadership to manage organizational planning, including job descriptions, skills assessments, and career development within functional areas.

Serve as a point of contact for employee relations issues, including conflict resolution, grievance handling, and investigations.

Provide guidance to managers and employees, maintaining confidentiality and objectivity.

Support labor relations efforts by interpreting and administering collective bargaining agreements.



SOUTH SOUND 911
JOB DESCRIPTION

Assist with contract negotiations, providing research, data analysis, and record management.

Advise managers on contract interpretation and application.

Facilitate and coordinate employee training programs, supporting compliance and employee development initiatives.

Collaborate with departments to identify training needs and create relevant materials.

Additional duties as assigned and related.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED:

Fluent use of the English language, to include the ability to understand instructions, understand and interpret complex rules and procedures, explain and apply applicable laws, ordinances, codes, regulations, policies and procedures.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Strong attention to detail and accuracy, proficiency in mathematical calculations and problem solving.

Ability to exercise independent judgement, problem-solving skills and discretion in highly sensitive and emotional interpersonal relations. Able to analyze situations quickly and adopt an effective course of action.

Strong customer service skills with a wide and varied customer base, internal and external. Ability to be collaborative and build relationships with a wide range of people in different departments at all levels of the organization.

Ability to handle sensitive situations and confidential information with discretion.

Understanding of record-keeping, document retention, report preparation and basic research methods and techniques.

Knowledge of human resources principles, practices, employment laws, and labor relations.

Ability to conduct thorough and objective investigations and handle sensitive matters with discretion.

Proficient in using HRIS, Microsoft Office Suite, and other relevant software.

Demonstrated ability to work independently, prioritize tasks, and manage multiple projects with interruptions.

Ability to analyze complex situations, identify solutions, and make recommendations.

Strong organizational skills and attention to detail.

Familiarity with labor laws, collective bargaining agreements, and contract negotiation practices.



SOUTH SOUND 911
JOB DESCRIPTION

EDUCATION AND EXPERIENCE:

Bachelor's degree in Public or Business Administration, Human Resources, or a related field and four (4) years of progressively responsible Human Resources experience that includes HR Generalist responsibilities; or equivalent combination of education and experience.

Professional HR certifications, such as SHRM-CP or PHR, are considered a plus.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The agency operates 24 hours per day, 7 days per week, 365 days per year and work may be required at any time. Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

Employee Signature

Date

Employee Name (Printed)

Effective Date:	October 2025
Date Revised:	
Reviewed By:	HR Director
Prepared By:	Human Resources Department


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