

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-20-02

Closing Date: Open until filled



POSITION TITLE: Human Resources Generalist

DEPARTMENT: Human Resources

Position Summary:

Under general supervision of the Director of Human Resources, the Human Resources Generalist is responsible for applying business knowledge and human resource expertise by performing HR-related duties on a professional level in working closely with division directors and department supervisors. This position performs duties at the professional level in some or all of the following functional areas: employee relations, training, performance management, recruitment/employment, onboarding, benefits administration, payroll functions, policy implementation, affirmative action and employment law compliance. As assigned, delegate to manage HR department upon absence of direct supervisor. Protects WIHCC's values by keeping information confidential and upholds the principles of WIHCC's Vision, Mission, and Value Statements.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Highly responsible for employee relation issues such as all employee complaints/concerns and harassment allegations.
- Reviews employee complaints and ensures accurate and timely documentation of concerns or issues.
- Facilitates actions to resolve the employee issues and escalates them to appropriate managers and supervisors.
- Coaches, counsels and guides supervisors and managers before recommending employee disciplinary actions by following personnel practices, policy and employment laws.
- Manages, maintains, and tracks all employee disciplinary action.
- Follows-up and follows through on open employee relations timely.
- Administers and interprets various labor agreements, administers grievance procedures, and provides Office of Navajo Labor Relations support with pertinent documents.
- Improves manager and employee performance by identifying and clarifying problems; evaluating potential solutions; implementing selected solution; coaching and counseling managers and employees.
- Acts as employee relations specialist.
- Acts as a liaison between department managers and external representatives such as ONLR.
- Conducts exit interviews, analyzes data and makes recommendations to the management team for corrective action and continuous improvement.
- Assists with recruitment tasks as needed (review applications, interviews).
- Conducts analytical job studies and constructs valid selection and job-related criteria.
- Assists with preparation and maintaining job documentation, job evaluation, and company salary structure systems.
- Drafts employment offer letters for new hires or internal transfers.
- Conducts interviews as required and assists staff members in identifying and creating job related interview questions.
- Checks applicant references, performs job offers and initiate needed paperwork as required.
- Enters, maintains, and updates employee Personnel Action Form (PAF) in Paycom (HRIS system).
- Ensures compliance with USCIS Form I-9 Employment Eligibility Verification; periodically audits Forms I-9.
- Assists in administering and explaining benefits to employees, serving as liaison between insurance carriers and employees.
- Serves as a backup to Employee Benefit Specialist as needed.
- Recommends, develops, and schedules development and training courses based on collected data from workforce by working closely with the Training & Development Coordinator.
- Facilitates or provides training (including new-employee orientations) to the workforce including support to HR Team members.
- Distributes and monitors employee performance evaluations and ensures they are done in a timely manner (i.e. 90-day Introductory Period and one year and yearly thereafter).

- Reviews and evaluates the performance evaluation process and matrices; makes improvement recommendations to ensure an efficient and effective performance evaluation program. Assists supervisors with the implementation of the Employee Appraisal System (EAS) in Paycom as needed.
- Offers proactive recruiting assistance to the Recruitment Coordinator. Assists in developing tools and strategies to improve the quality of hires and increase retention of new employees.
- Assists with payroll administration as needed.
- Completes special projects by clarifying project objective; setting timetables and schedules; conducting research; developing and organizing information; fulfilling transactions.
- Administers various human resource plans and procedures for all organization personnel; assists in the development and implementation of personnel policies and procedures; prepares and maintains the employee handbook and the policies and procedures manual.
- Participates in developing department goals, objectives and systems in line with WIHCC Strategic Plan.
- Participates in staff meetings and attends other meetings and seminars as required.
- Assists with maintaining and processing all Unemployment Notices of Entitlement and potential charges in a timely, efficient manner. Attends unemployment hearings when necessary and represents WIHCC for any unemployment claims.
- Maintains human resource information system records and compiles reports from database.
- Oversees and/or coordinates the collection, compilation, and analysis of program activity data; develops, writes, and presents comprehensive statistical and narrative program reports.
- Ensures compliance with all regulatory requirements in all areas at all times. Adheres to established quality, service delivery, customer service, and customer demand expectations. Adheres to all audit, and legal regulations/laws and practices.
- Maintains compliance with federal, state, and local employment and benefits laws and regulations.
- Partners with employees and management to communicate various human resource policies, procedures, laws, standards and other government regulations.
- Reviews, interprets and recommends policy, processes or programs improvements.
- Maintains professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks; participating in professional societies; conferring with representatives of contracting agencies and related organizations.
- Upholds all principles of confidentiality and employee information to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Bachelor's degree in Human Resources, Business Administration or related field preferably with coursework focused in Human Resources. Five or more years of direct Human Resources experience at a management or senior administrative level involving employee relations required. Must have strong people skills with knowledge in resolving conflict with the ability to conduct workplace investigation. Possess excellent communication skills and customer-focused attitude, with high level of professionalism and discretion. Healthcare industry experience preferred. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of applicable federal, state, tribal laws, regulations and requirements.
- Knowledge of standard compensation principles and processes.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Skill in conducting workplace investigations.
- Skill in preparing, reviewing, and analyzing operational and financial reports.

- Skill in analyzing and evaluating job content and writing accurate job descriptions.
- Skill in interviewing techniques of all levels of employees.
- Skills in creating and delivering presentations.
- Ability to understand HR best practices and current regulations.
- Ability to exercise independent judgment.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to interpret applicable federal, state, county and local laws, regulations, and requirements.
- Skill in providing superior customer service to external and internal customers.
- Ability to explain benefit plans and provide benefits orientation to employees.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to approach each scenario from all perspectives the needs of the business as whole versus the needs of the individual and be able to empathize with both sides.
- Ability to approach
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.