



Job Posting – HR Generalist

Position Title: Human Resources Generalist
Department: Administration
Reports to: VP of Animal Care & HR
Supervises: N/A
FLSA Status: Exempt, Administrative

YOU MUST PROVIDE SALARY REQUIREMENTS, A COVER LETTER AND A RESUME TO BE CONSIDERED

POSITION SUMMARY: The HR Generalist nurtures a healthy, vibrant and fulfilling work environment while managing employee on-boarding and compensation and benefits programs in addition to handling employment compliance requirements. The position is responsible for maintaining clear HR practices which comply with employment laws and regulations in a sensible and practical manner while supporting the mission and values of the organization. The HR Generalist provides guidance regarding policies or processes in line with best practices in areas including employee relations, recruitment and hiring, compensation and benefits, training and records management. This position is also responsible for day-to-day operations and administration of the organization's HR services and, in coordination with the VP of Animal Care & HR, the Zoo's safety programs. The HR Generalist promotes professional work relationships with both internal and external customers. Adheres to and supports all organization policies and procedures and standards. Promotes teamwork!

QUALIFICATIONS AND REQUIREMENTS:

- A Bachelor degree in an HR-related field is preferred. Relative work experience may be accepted in lieu of education.
- Minimum of 3 years of HR experience is required; 5 years of experience is preferred.
- Background in employment practices, compensation and benefits administration, recruiting and governmental compliance.
- High performance leadership behaviors in addition to ability to roll up your sleeves and do the day to day development and implementation of HR processes and people management.
- Skilled in establishing effective working relationships with Zoo staff, members and the public.
- Excellent written and verbal communication skills; ability to interact clearly and effectively with both internal and external customers.
- Able and willing to handle ongoing requests for information and assistance from employees in a timely, helpful manner.
- Excellent organizational and creative thinking skills.
- Demonstrate initiative and be a fast learner.
- Take ownership and pride in responsibilities.
- Ability to juggle multiple tasks and pay attention to detail in a fast-paced environment.
- Ability to remain calm and work well under pressure.
- Occasional weekends and evenings required.



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- Must pass a pre-employment drug/alcohol screening.
- Must be able to provide proof that you can legally work in the United States.
- Must have a valid driver's license and be insurable as a Zoo driver.

RESPONSIBILITIES AND DUTIES:

ORGANIZATIONAL EXPECTATIONS:

- Ensure discretion with confidential information.
- Maintain courteous, helpful and professional behavior on the job. Support the success of the entire team by promoting a collaborative work environment; is a cooperative and collaborative member of the Zoo's senior staff management team.
- Adhere to all Zoo policies and procedures, safety policies and procedures, USDA guidelines and OSHA safety guidelines.
- Consistently contribute to problem-solving and cooperate with identified resolutions.
- Demonstrate regular attendance and punctuality.
- Bring issues and process improvement ideas to the attention of one's supervisor.
- Maintain verbal and written skills required for the position.
- Attend meetings and participate in committees as required.
- Complete trainings as required.
- Adhere to Zoo dress code; always "Zoo Crisp!"
- Demonstrate appropriate level of time management in support of co-workers and the entire team.
- Represent the Zoo and its mission to the public in a professional manner.

DEPARTMENTAL EXPECTATIONS:

- Provide strong leadership in implementing the Zoo's staffing strategic goals.
- Effectively problem solve using critical thinking and judgment that is consistent with the Zoo's culture in addition to standards, practices, policies, procedures, regulatory and/or governmental requirements.
- Understand employment law and work with Employers Council, the CEO and/or department heads and supervisors on employee issues. Provide guidance and training for supervisors on employee counseling and disciplinary actions, and participate as necessary in disciplinary meetings.
- Administer all employment compliance requirements (COBRA, DOL, EEOC, Homeland Security, OSHA, workers' compensation, Affordable Care Act, FMLA).
- Coordinate training to meet personal, professional and organizational needs of Zoo staff.
- Process all new hires and new hire paperwork with accuracy and consistency.
- Partner with department heads to facilitate ongoing on-boarding program, immersing employees in the Zoo's culture, mission, core values, strategic goals, etc.
- Evaluate methods of introducing job candidates to CMZ's mission, vision and core values in order for department heads to assess candidates' buy-in to what the Zoo stands for.



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- Maintain thorough, up-to-date knowledge of all aspects of Zoo's employee benefits program.
- Administer employee benefits, including employee communications, enrollment, changes, termination and tracking monthly billings. Conduct annual benefits review prior to open enrollment making recommendations for benefit enhancements within budgetary guidelines.
- Responsible for coordination of FMLA benefits including employee education and communication, tracking and payroll/supervisor notifications.
- Maintain employee records and benefit files including enrollment forms, waivers, COBRA, FMLA, etc.
- Liaison with the payroll function (internally and externally).
- Liaison with Zoo's external workers' compensation insurance provider.
- Coordinate elements of the organization's safety program including training, regulatory compliance, tracking deadlines, records management, and identification of safety issues.
- Recommend policy and procedure improvements and maintain/update the employee policies handbook.
- Maintain employee job descriptions.
- Conduct HR investigations as necessary.
- Conduct and/or participate in employee involuntary terminations.
- Represent the organization in legal matters such as unemployment and workers' compensation claims, EEOC and other external inquiries.
- Ensure employee performance evaluations are conducted thoroughly and in a timely manner.
- Other duties as assigned.

INDEPENDENT ACTION

Must be a self-starter, take initiative, possess a high level of multi-tasking ability under high degree of pressure and be able to work with limited supervision.

EXTERNAL AND INTERNAL RELATIONSHIPS

Must be a cooperative and collaborative member of the team and able to handle interruptions and requests for information and assistance from team members with an attitude of good customer service. Must interact professionally with internal and external customers.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

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

- Physical Requirements - While performing the duties of this job, the employee is frequently required to stand; walk; lift objects; sit; use hands to handle or feel objects, tools, or controls; talk, see, hear and smell. The employee may be required to reach and stretch with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. Requires full range of body motion, manual and finger dexterity, and eye-hand coordination; requires the ability to use



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department equipment, to communicate effectively; requires standing, walking, sitting (possibly for long periods of time) and performing repetitive tasks (including working on the computer) for up to the entire work day; requires the ability to lift/carry up to 15 pounds using appropriate body mechanics.

- Visual, Hearing and Communication Requirements - Requires corrected vision and hearing to within normal range, with or without reasonable accommodation.
- Environmental Conditions – Working in a closed office environment and an outdoor environment. Work space may be shared. Working conditions may be noisy with fluctuating indoor and/or outdoor temperatures.
- May be exposed to a risk of bodily injury through contact with moving instrumentation, toxic substances, bodily fluids, communicable diseases and other conditions common to an office or Zoo environment. Subject to exposure to animals, members or guests which may have the potential for physical aggression. Subject to unpleasant odors. May be exposed to wet/humid/sunny and other outdoor weather conditions.
- Pressure Factor - Requires working under mildly stressful conditions. Moderate pressure to meet scheduled and recurring deadlines.

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