

<b>JOB TITLE:</b> Human Resources (HR) Generalist	<b>FLSA:</b> Full Time, Exempt
<b>DEPARTMENT:</b> Executive	<b>LOCATION:</b> Newark Resource Center (NRC)
<b>REPORTS TO:</b> VP of Governance & Office of the CEO	<b>DATE:</b> August 2022

As Girl Scouts, we are committed to the mission of the organization. Our core values guide us in our everyday actions as we strive to fulfill the mission. We uphold these core values in our own work and promote them to our volunteers. They represent what we believe in, what we stand for, and how we approach everything we do. All staff at Girl Scouts of the Chesapeake Bay Council (GSCB) are expected to uphold the values that drive our goals and make delivering the Girl Scout mission possible: Collaboration, Authenticity, Innovation, Relationships & Stewardship.

### Job Summary

The Human Resources (HR) Generalist works closely with the leadership team to assist with the coordination and implementation of human resources services, policies, practices, procedures, and processes for the GSCB and its employees. The HR Generalist assists with benefits administration, recruitment, onboarding, leave administration, employee services, payroll, records management, and other human resources related duties. The HR Generalist serves as the Point of Contact for employee queries on all HR-related topics and is responsible for creating, updating, and applying all HR policies and GSCB guidelines, adhering to the standards and laws initiated by local, state, and federal authorities.

### Essential Responsibilities

- Administer employee benefit plans and processes required to ensure accurate record keeping and proper benefits deductions.
- Ensure all GSCB employees follow all HR policies, practices, and procedures.
- Assess reports provided by the GSCB leadership team to determine employee performance and training needs.
- Suggest changes in policies and procedures based on employee and Council needs
- Research compensation standards set by industry and governing bodies to create salary structures.
- Create recruitment plans, interview schedules and evaluation standards in accordance with HR methodologies and labor laws.
- Supervise all HR activities, communications, reports, requests, and documents created and received by the GSCB leadership team.
- Oversee exit interviews and procedures.
- Administer the hiring process of the Council, including job posting (internal and external), preliminary interviews, reference and criminal pre-employment checks, pre- and post-employment processing and ensuring that equal employment opportunity (EEOC) policies and procedures are followed.
- Administer the Human Resources portion of iSolved (HR software), maintain employee records, track and analyze employee benefits and attendance records, and update personnel files.
- Initiate the new employee onboarding process and conduct orientations for new employees.
- Initiate employee offboarding process by conducting exit interviews, notifying the appropriate staff of the change in employment status, and updating personnel files accordingly.
- Resolve employee concerns related to all Council sponsored benefits and serve as the primary contact for all benefits carriers and/or vendors.
- Provide support to employees in various HR-related topics and confidentially resolve any issues that may arise.
- Work with leadership team to develop and/or revise job descriptions.
- Verify benefit invoices and HR invoices for accuracy and processing for payment.
- Assist in development and implementation of human resources policies.

- Maintain the performance management system to ensure effectiveness, compliance, diversity, and equity within the Council.
- Ensure compliance with all local, state and federal labor regulations.
- Document and track human resources actions by completing forms, reports, logs, and records.
- Knowledge of employee handbooks, guidelines, safety measures, ACA standards, policies.
- Assist with evaluating employee performance and appraising pay scales accordingly.
- Ability to take appropriate disciplinary action and address employee grievances confidentially.
- Perform all other duties as assigned.

### **Competencies and Skills**

- Excellent verbal and written communication skills and strong people skills.
- Ability to explain policies and procedures to employees and vendors.
- Ability to work with limited supervision and drive work forward autonomously.
- Ability to work in a dynamic environment and handle multiple priorities simultaneously.
- Ability to analyze data and assess its impact on the organization.
- Ability to develop goals, prioritize workload, and achieve outcomes with limited supervision.
- Ability to multi-task, meet deadlines, and facilitate projects to their completion.
- Ability to respond effectively to changing workloads and priorities with decorum.
- Ability to maintain strict confidentiality with a high degree of discretion.
- Knowledge of administrative tasks and responsibilities.
- Advanced computer skills, including data entry, data processing, communication tools and payroll and human resources software.
- Strong problem-solving and critical and resourceful thinking skills.
- Leadership and coaching skills.
- Strong empathy and interpersonal skills.
- Detail-oriented with excellent organizational skills.
- Highly motivated, adaptable, and able to function in a fast-paced environment.

### **Work Environment**

- GSCB service area covers 14 counties in Delaware and the Eastern Shores of Maryland and Virginia.
- GSCB operates offices in Newark, DE, and Salisbury, MD: and maintains camp properties in Hockessin, DE, Earleville, MD, Denton, MD, and Fruitland, MD. The job is performed at our Newark office (NRC). However, training or work events may be held at other locations.

### **Required Education and Experience**

- Bachelor's or higher in HR, Business, or another related field with four years of directly related work experience. Advanced HR Certification Preferred (SHRM, PHR, SPHR)
- Strong knowledge of principles and practices of HR administration and employment/labor laws.
- Strong proficiency in Microsoft Office Suite including Outlook, Power Point, Word, and Excel.
- Experience in HRIS platform (e.g., iSolved) is a plus, with an aptitude for learning new cloud-based technology (Share Point).

### **Additional Qualifications**

- Must have a demonstrated commitment to diversity, equity, and inclusion (DEI).
- Ability to work well as a part of a team with a service mindset.
- Possess sound judgment and decision-making.
- Positive and professional attitude at all times.
- Excellent customer service skills.
- Well-disciplined and self-starter.
- Willingness to learn and/or ask for support.

### **Direct Reports**

- N/A

### **The Following Requirements Apply to All Positions**

- Become a registered member of the Girl Scouts of the United States of America. Have working knowledge of the Girl Scout philosophy and program and be committed to the Girl Scout mission.

- Cope with stressors and demands that are associated with the job and/or the work environment so that acceptable and defined levels of performance and overall contribution are maintained. While all jobs involve dealing with stressors, the stressors may vary job to job.
- Adaptable and flexible work environment including but not limited to working additional hours as business needs may require, handling more than one task concurrently and easily adapting to new assignments, systems, and processes.
- Possess a valid Driver's License, current insurance, and regular access to a reliable vehicle.
- While all responsibilities apply to all jobs in Girl Scouts, the specific ways in which they apply may vary from job to job.

Girl Scouts of the Chesapeake Bay is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, basis of disability, or any other federal, state, or local protected class.