



Coworker Services (HR) Generalist

EMPLOYMENT AGREEMENT: Exempt

ADVISOR: Vice President of Global Coworker Services (HR)

PRIMARY CHARACTERISTICS:

- **Values:** Ensure that personal conduct is consistent with Servant Leadership. Looks for opportunities to model Reell's values in all business situations. Active listening skills are needed in this position, along with a humble approach and a desire to serve.
- **Teamwork:** Create a positive, energizing, and rewarding environment for all Coworkers. Has a desire to work closely on a team, working with the Vice President of Global Coworker Services and Coworkers to achieve broader corporate goals. Contribute ideas and vision with energy and passion.
- **Continuous Improvement:** Develop continuous improvement plans for Coworker Services to provide improvements in capabilities, processes, systems, satisfaction, quality, cost, delivery, and safety.
- **Confidentiality:** Accountable to ensure that all data and protected information remain confidential at all times and is available to only those Coworkers who have a need to know.
- **Professionalism:** Always leads by example through service. Displays professionalism to all Reell constituents by the actions, attitudes and work style displayed.
- **Communication:** Deliver clear and concise communications to the corporation regarding all aspects of Coworker Services. Communication styles (in all modes - verbal, written, etc.) must deliver the necessary information in an effective manner.

KEY RESPONSIBILITIES:

- **Coworker Experience Excellence:** Regularly checks in with Advisors and Coworkers. Provides Coworker support as first point of contact and ensures Coworker experience is excellent and needs are met.
- **Benefits Administration & Wellness Representative:** Administers benefits, including leave of absences, FMLA, worker's compensation, budget, compliance, billing process and reconcile, renewal administration and preparation, audit of records, online portal management, non-discrimination testing requirements, ACA reporting, coworker communication and training. Will back up or partner with HR team leader for renewal and benefits management activities. Key representative on Wellness committee to design, implement, and communicate Coworker wellness opportunities and commit to executing wellness opportunities, events and information to encourage healthy choices for Coworkers.
- **Onboarding:** Primarily responsible for onboarding new Coworkers. Completes orientation with benefits information to all Coworkers and ensuring necessary documents are completed on time and accurately. This includes but is not limited to making sure all needed on-boarding training (including departmental training) has been documented before the new Coworker starts, helping drive all training to completion. Responsible for all new hire reporting within the State of Minnesota and required Cobra notifications. Responsible for several aspects of onboarding with the new Coworkers in their first week of orientation. Responsible for making sure others have ordered Reell equipment and facilities has the workstation ready for the new Coworker's first day to ensure a successful experience.
- **Recognition Programs:** Owns the design and administration of the recognition program and ensures that it effectively recognizes and appreciates our Coworkers, including service awards, birthdays and other recognitions.

- Organizational Development and Personnel Records: Manages Reell's organizational charts, Coworker records, filing system and electronic systems are always up to date and organized, including SharePoint. Manage electronic files for active and terminated Coworkers.
- Job Description Management: Manages Reell's electronic job descriptions, making sure they are replaced when needed, new ones added, and old job descriptions are archived.
- Performance Management: Work with HR team and Advisors to address performance concerns through a variety of applications, including coaching, performance resolutions, and/or warnings.
- Recruiting and Staffing: Responsible for recruiting on an as needed basis, based on number of positions we are recruiting for at a given time. May need to step in and lead recruiting efforts from time to time. Responsibilities as a back-up may include: recruiting strategy, selection method, interviewing process, compensation recommendation, and reference checking and making the offer to candidates.
- Training and Development: Key back-up in our training and development documentation. Assists in training new Coworkers on our training and development processes and policies as a company.
- HRIS Administrator: Ensures HRIS system is efficiently used and has accurate data including reports.
- Termination Process: Assists the leader of Coworker Services when needed with terminations and documentation at Reell, which may include termination letters. Serves as a back-up for all termination reporting including: turnover data management, benefit management, Cobra reporting as well as other items as deemed appropriate.
- Metrics / Historical Reporting: Responsible to help maintain some department metrics and tracking with detail on a regular basis. Some of these include but are not limited to, Full Time Equivalent data, annual Coworker survey, Quality of Hire Survey and New Hire 30-day survey results.
- Unemployment Administration: Responsible for completion of all unemployment requests, submitting accurate and timely information to the State of Minnesota.
- Safety Program & Safety Committee Representative: Responsible for building a safe work environment with Advisors, HR team and safety committee to include reporting workplace injuries according to OSHA and our WC insurance. Handles coordinating WC claims and administers FMLA or other leave considerations. Safety Committee: CWS representative and advocate for Coworker safety guidelines, training and best practices.
- Administrative Support: Administrative support as needed. May include special events planning and coordination.
- Other duties as assigned.

SKILLS REQUIREMENTS:

- Attitude of excellence, having a positive 'can do' attitude, a willingness to work hard to achieve goals, pride in your work, and a desire to do your best and to cultivate excellence around you.
- Customer Focused – a love to connect with and serve Coworkers
- Can effectively manage multiple priorities successfully
- Organized and maintains organizational systems effectively
- Detail oriented and accurate in completion of work
- Proactive and productive
- Open to feedback
- Adaptability
- HR Knowledge
- Interested in learning and growing within the HR profession
- Solid computer system skills including MS SharePoint experience
- Solid typing skills of greater than 60 wpm

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

- Bachelors in Human Resources, Business Management or other related degree or experience
- 0-4 years experience as HR Generalist or other related position

PREFERRED EXPERIENCE:

- At least 2 years in HR Generalist role
- Experience administering benefits, wellness, and/or safety programs
- Experience with ADP Workforce Now or other HRIS
- Experience with Sharepoint
- PHR or SHRM certification

PHYSICAL REQUIREMENTS:

- May be required to lift up to 40 pounds or sit or stand for long periods of time.