

JOB TITLE: Human Resources Generalist

FLSA STATUS: Exempt

REVIEWED BY: Shelly Goodin

ORIGINALLY WRITTEN: 03/25/2025

UPDATED: 07/08/2025

CEO/PRESIDENT APPROVAL: Gena Weldon

DATE: 07/17/2025

SALARY: \$53,000 - \$57,000

TO APPLY

POSITION PURPOSE

The **Human Resources Generalist** will play a crucial role in supporting Goodwill Industries of the Greater Chattanooga Area's (GIGCA) Mission, Vision, and Values through effective human resources management. This position involves maintaining confidentiality, serving as a point of contact for HR-related inquiries, and support various HR functions. The HR Generalist will foster a workplace culture that aligns with organizational guiding principles, ensure compliance with employment laws and regulations, and contribute to the continuous improvement of organizational effectiveness.

JOB FUNCTIONS

- Through words and actions support Chattanooga Goodwill's Mission, Vision, and Values; furthermore, actions and decisions will align with organizational guiding principles.
- Maintain agency, employee, and participants confidentiality. Violation of confidentiality may be cause for termination.
- **Employee Relations:**
 - Serve as a point of contact for employees regarding HR-related inquiries, policies, and procedures.
 - Assist in implementing employee engagement initiatives to included but not limited to conducting and making actionable recommendations on exit interview based on data received, assisting in employee engagement survey and follow up on actionable items as directed, etc.
- **Performance Management:**
 - Support managers during the employee performance evaluations process.
 - Tracking performance management processes in Human Resources Information System (HRIS) to include feedback to management.
- **Benefits:**
 - Assist in benefits administration, including employee enrollments, changes, and terminations.

- Assist in answering employee benefit questions.
- **Recruitment & Onboarding:**
 - Assist in the recruitment process serving as back up by posting job openings, screening resumes, scheduling interviews and processing background checks.
 - Coordinate with the HR Specialist and participate in new hire orientations and onboarding processes.
 - Ensure compliance with all hiring procedures and policies.
 - Assist in volunteer programs and temporary employment agencies as needed.
- **Compliance & Recordkeeping:**
 - Ensure compliance with GIGCA policies/procedures, federal, state, and local employment laws and regulations.
 - Assist in administration of leave programs to include but not limited to FMLA, Company Leave of Absence, short term disability, long term disability, etc.
 - Maintain accurate and confidential employee records, both physical and digital formats.
 - Assist with audits, employee surveys, and reporting as needed.
 - Ensure DOT and company vehicle annual compliance.
 - Participate in Pre-CARF and CARF accreditation process as needed.
- **Other HR Support:**
 - Assist with various HR projects and initiatives to improve organizational effectiveness which may include inter-departmental work groups.
 - Foster a workplace culture that supports Goodwill's mission and values.
 - Regular attendance is an essential function.
 - May require travel to locations. Ability to work at any location while performing the essential functions of this position.
 - Continuous learning and maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance; provides interpretation and guidance to location employees and managers.
 - Perform other duties as assigned.

KEY KNOWLEDGE AND EXPERIENCE

- Education: Bachelor's degree in Human Resources, Organizational Psychology, Business Administration, or related field preferred.
- Experience: 3+ years of experience in an HR role.
- Certification: SHRM-CP or SHRM-SCP a plus.
- Knowledge & Skills:
 - Comprehensive understanding of employment laws and regulations, with a focus in Tennessee and Georgia. Commitment to continuous learning and staying updated on legal developments.
 - Excellent interpersonal, communication and presentation skills.
 - Ability to maintain confidentiality and handle sensitive situations with professionalism.
 - Proficiency in Microsoft Office Suite and HRIS software.

- Strong problem-solving skills and attention to detail.
- Valid Driver's License, Car Insurance Verification, and good driving record required.

DIRECT REPORTS

- None

PERFORMANCE MEASUREMENTS

- **Maintain Confidentiality:** Ensure all information is kept confidential with zero violations.
- **Employee Relations:** Serve as a reliable HR contact, assist in implementing engagement initiatives, and follow up on actionable items.
- **Performance Management:** Support managers with evaluations and track processes in HCMS.
- **Benefits Administration:** Assist with enrollments, changes, terminations, and respond to benefit questions accurately.
- **Recruitment & Onboarding:** Efficiently assist in recruitment, onboarding, and ensure compliance with hiring procedures.
- **Compliance & Recordkeeping:** Ensure compliance with policies and laws, maintain accurate records, and assist with audits and reporting.
- **Other HR Support:** Contribute to HR projects, foster a supportive workplace culture, maintain regular attendance, and engage in continuous learning.

By meeting these expectations, an HR Generalist ensures they add value to the organization, support employee success, and maintain a positive workplace culture.

<u>WORK ENVIRONMENT</u>				
	Never	Occasional	Often	Constant
Humidity or Wet conditions (non-weather-related)	X			
Extreme Cold (non-weather-related)	X			
Extreme Heat (non-weather-related)	X			
Moving Mechanical Parts	X			
Risk of Electrical Shock or Radiation	X			
High or Precarious places	X			
Fumes or Air borne Particules	X			
Toxic, Caustic Chemicals or Hazardous Waste	X			
Outdoor Weather Conditions	X			
Work with Explosives	X			

