

POSITION TITLE: HUMAN RESOURCES GENERALIST

PURPOSE OF THE POSITION:

The Human Resources Generalist is responsible for supporting the administration and implementation of Talent Management Department initiatives and programs. The generalist also supports the TPM Director to design, implement management, and communicate our client's Culture, benefits, and wellbeing programs.

MAIN FUNCTIONS: Without limitation, the following functions/activities are considered the key focus areas for the position:

- Act as the primary point of contact for employee, and third-party vendor questions related to culture enhancement, reward, recognition, benefits, and retirement programs.
- The HR Generalist is the primary contact and advisor for employees on all the wellbeing programs, benefits and retirement inquiries, liaison with the company's key external benefits and retirement services providers and will collaborate with numerous internal departments to ensure accuracy and consistency of all programs.
- Champion company's wellbeing programs and administer secondary Total Rewards programs including but not limited to company's little Stars, Spot Award, Team Building activities, company's events, corporate fitness membership, reward and recognition, educational assistance, and employee assistance programs with understanding of utilization and ideas for improvement
- The HR Generalist will work collaboratively with the TPM Director and Executives of the Company as well as Human Resources team to execute and support company's priorities.
- Responsible for administering end-to-end benefits, reward, recognition, retirement, savings fund programs and presenting the analytics on quarterly trends and market data.
- Process and track all type of leaves, in particular vacation, sick time, holidays, maternity, parental, and disability leave of absences and payments and understand trends.
- Oversee the processing of monthly invoices and payment of administrative fees for all group plans.
- Process benefit enrolment, status changes and terminations confidentiality and thoughtfully.
- Document, maintain and identify efficiencies in administrative procedures for assigned benefits and retirement services processes.
- Prepare and send new hire benefit packages to full time employees across the organization in partnership with Talent Acquisition Supervisor. Ensure proper new hire E-Verify employment

certification process.

- Responsible for the Internal Communication Strategy implementation.
- In coordination with The Talent Development Manager, implement bi-annual employee satisfaction survey and define improvement actions.
- Support quarterly performance review process and VCP bonus calculation and payout process.
- Responsible for SD annual open enrollment process.
- Participate in projects as required.

SPECIFIC OBJECTIVES OF THE POSITION:

- Improve employee satisfaction.
- Reduce employee turnover and absenteeism.
- Improve employee retention.
- Implement the Culture Enhancement annual Plan.
- Improve the internal communication plan.
- Introduce wellbeing programs.
- Manage area cost within budget.
- Implement all programs on time.

SUPERVISING RELATIONSHIP:

This position does not have direct reports.

POSITION QUALIFICATIONS:

- Bachelor's degree in business, human resources or related field.
- Certified Human Resources Professional/Leader (CHRP/CHRL) preferred.
- Minimum five years' experience in human resources management.
- One to two years' experience in benefits administration
- Demonstrated knowledge of group benefit plans, retirement, and pension plans
- Highly organized with strong project planning skills, the ability to work under strict deadlines as well as managing multiple priorities independently is required.
- Client service focus to act as a subject matter expert and providing valuable insight to all

stakeholders

- Analytical skills, detail-oriented, advanced knowledge of Microsoft Excel (ex: pivot tables, lookups, Charts etc.,)
- Bilingual (English Spanish) Required
- Self-motivated
- Self-Driven
- Outspoken personality
- Strategic and Tactic planning
- Two years' experience in events planning.

REQUIRED (NON-NEGOTIABLE SKILLS):

Education: Bachelor's Degree in human resources, business, or related field.

Experience: 5 years of experience in a similar role/position.

Language: Bi-lingual (English Spanish).

Flexibility: Able to work multiple work schedules and variable days-off calendar. (Note: The company operates 24/7 365 days per year.