Human Resources Generalist

The HR Generalist is responsible for meeting a variety of human resources and learning/organizational development needs of the Bucknell Community. Working primarily with staff, the position also supports faculty as appropriate. This role will deliver HR solutions in a number of broad areas including Learning and Organizational Development; Employee Relations; Policy Development; Performance Management; Training Design, Development, Delivery and Evaluation; Orientation; Leadership Development; Recognition; Complicated Leaves of Absence, and may assist in other functions as requested to fully support the human resources division at Bucknell. As a member of a cross-functional team, reporting to the Human Resources Manager, the HR Generalist will partner with other members of the HR services team, and work collaboratively with all levels of management and staff to implement HR policies, practices and procedures and to actively contribute to Bucknell's efforts to foster an inclusive, diverse campus community. Human Resources supports the University's strategic plan to "…further distinguish itself among its peers and aspirant institutions and ensure a sustainable, vibrant future…" This is a full-time, benefits-eligible, exempt position.

Job Duties:

Learning and Organizational Development
• Provide organizational development consulting to department/division leaders including engaging in conversations to conduct comprehensive staffing reviews to assist with re-org strategies, staffing goals, learning needs, etc.
• Provide solutions for the strategic learning and organizational development needs of divisions/departments in a manner that supports all phases of an employee's lifecycle (new and existing staff, new supervisors, managers and leaders, front line staff, those further in their career, etc.).

Employee Relations
• Provide advice, guidance and decisions on HR matters to managers and

staff.
• Identify and analyze employee relations situations and recommend appropriate employment action to maintain a productive work environment.
• Conduct timely and thorough investigations around employee behavior, performance, conduct and other work place issues in a manner that supports and balances the needs of individual employees and supervisors while protecting the business needs of the university.
• Evaluate or prepare summary or detailed reports following investigations and recommend appropriate employment action to maintain a productive, safe, compliant and healthy work environment.
• Advise managers on coaching strategies or progressive discipline options, maintaining compliance with University policies, procedures and applicable regulatory requirements. highlighting the legal requirements and ramifications, and adjudicate complex employee relations (ER) issues.
• Manage disciplinary actions within departments/divisions to ensure the consistent, uniform and fair application of University policies and procedures.
• Manage risk by ensuring employment actions are in compliance with local, state and federal employment requirements.

Policy Development
• Assist in the research, development, and writing of new and existing policies, forms, guidelines and procedures. Educate and train campus constituents accordingly in interpretation and application of policies and procedures.
• Assist in administering policy management systems and practices.

Performance Management
• Support the development and strategic implementation of policies, procedures and tools to support performance management, communication and relationship building while fostering positive relationships between employees and managers
• Actively engage with managers to train and assist them in writing effective performance reviews and having successful performance conversations with managers on an ongoing basis as well as at key review times.
• Assist in administering the University's performance management program and associated systems.

Training, Design, Development, Delivery and Evaluation
• Support the administration of Bucknell's learning and development systems and products to help Educate Develop, Grow and Evaluate staff such as Cornerstone's LMS, Linked-In Learning, etc.
• Assess, design, deliver, implement and evaluate learning solutions that help

the organization prepare for growth, change, and continuous improvement.
• Utilize a variety of learning methodologies to most effectively relate material to a diverse audience.
• Create learning and delivery products such as leader guides, participant guides, learning activities, job aids, story boards, video scripts, design documents, e-learning modules, pre-work, post-work and train-the-trainer materials to facilitate learning, promote behavioral change and drive organizational performance goals by applying sound instructional design techniques that accommodate adult learning styles.
• Facilitate training sessions via classroom instruction and on-line instruction support tools. Incorporate a variety of instructional strategies and applications as appropriate.
• Partner with Training and Instructional Design Specialist to create and deliver solutions to managers and their departments. Align training solutions to organizational problems and priorities. Conduct training for clients on general human resource topics.

Orientation and Retention
• Serve as facilitator/instructor for new employee and new supervisor orientation programs.
• Conduct exit interviews with outgoing staff. Review reports and data to evaluate trends, organizational strengths and areas for improvement.

Leadership Development
• Develop, conduct, present and evaluate the effectiveness of a variety of leadership training programs for new supervisors, seasoned directors, and other University leaders.

Recognition
• Assist in administering a variety of programs to recognize staff performance and contributions to their role and the University such as the Geiger-Zeller and Maxwell awards.

Complicated Leaves of Absence (e.g. FMLA, ADA and their intersection with employee relations)
• Assist with the interpretation and administration of all leave programs and policies in accordance with applicable federal and state employment laws and university policies
• Engage with applicable HR team members, faculty and staff in the administration of complex leaves of absence such as those that intersect with employee relations

• Support members of the Benefits and HRIS team with the day to day administration of all leaves of absence including Family and Medical Leave (FMLA), American's with Disabilities Act (ADAA, personal leaves of absence and short/long-term disability leaves
• Provide support to Benefits and HRIS team in collaborating with, educating and supporting department managers and employees with questions about leaves of absence. Serve as a resource and liaison for communication and training as applicable
• Maintain current and thorough knowledge of ADA, FMLA and other leave of absence benefits to effectively serve as a liaison between staff, supervisors, department heads and the University.

Miscellaneous
• Support and contribute to the University's commitment to diversity and inclusion.
• Minimize the environmental impact of day-to-day activities and adhere to University policies on sustainability, waste management, resource usage and other environmental and financial sustainability efforts.
• Participate in campus-wide or department-specific strategic projects, committees and working groups
• Perform other duties as required or appropriate groups.

Minimum Qualifications:
• A bachelor's degree and at least 3 years of directly related HR generalist experience (e.g. training and organizational development, instructional design, employee relations, performance management, leave administration etc.). Or in lieu of education, at least 7 years of directly related HR generalist experience.
• Previous experience assisting with employee relations investigations, action and follow-up.
• Knowledge of FMLA/ADA compliance.
• Experience writing, communicating and administering policies and procedures.
• Training and/or organizational development experience.
• Demonstrated effective verbal and written communication skills, interpersonal skills and the ability to present effectively to small and large groups and facilitate discussion.
• Technical proficiency in relevant applications such as MS Office (Word, Excel, PowerPoint), HRIS or other systems to effectively gather, interpret, organize, and present data and information.

• Demonstrated sound judgment and critical thinking skills; ability to manage multiple priorities and administer broad range of tasks including resolving complaints, coaching and counseling managers and employees on policies and procedures.
• Ability to collaborate, influence and command the respect and confidence of campus partners and have the capacity to deal with a wide range of relationships and situations.
• Strong organizational skills; evidence of self-motivation; demonstrated ability to plan, schedule and work both independently and in teams within a service-oriented organization.
• Demonstrated success managing multiple projects and competing priorities while balancing the need for quality with meeting deadlines.

Preferred Qualifications:
• HR certification (PHR, SPHR, SHRM-CP, SHRM-SCP)
• Experience in higher education or a service-oriented organization

Work Type:
full-time

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https://careers.bucknell.edu/en-us/job/496504/human-resources-generalist