

Our HR Generalist is a key business partner within the organization, responsible for building relationships with teams and supporting them in a variety of employee-focused areas. The ideal candidate is passionate about HR and enjoys the opportunity to influence the development of employees and the growth of our Company through Human Resources support on site.

Responsibilities:

- Manages the local talent acquisition process start to finish to support the business.
- Builds credibility within assigned departments by demonstrating an understanding of the business and challenges.
- Recommends, develops and implements programs to promote employee performance, engagement, satisfaction and retention.
- Analyzes employee relations issues. Investigates employee complaints, including complex matters, consults with leadership to makes sound, timely recommendations for action and follow-through to ensure closure.
- Supports teams with performance by managing progressive discipline and assessing performance.
- Communicates with and educates assigned departments on the Company's human resources policies and procedures.
- Assists with the management of local employee engagement activities.

Requirements:

- Bachelor's degree or equivalent experience.
- Minimum of 5 years' experience in HR Generalist role.
- HR experience in call/contact center a plus.
- Ability to demonstrate knowledge of talent acquisition and employee relations processes.
- Exhibits sound and accurate judgement and escalation.
- Ability to manage competing demands.
- Critical thinking skills to solve problems and achieve effective solutions.
- Team player who can balance team and individual responsibilities.

Please send resume to Bobbie Shanahan at bobbie.shanahan@ubiquitygs.com