

# Employee Relations Generalist

## **JOB SUMMARY:**

The Employee Relations Generalist will be primarily responsible for conducting routine investigations and activities regarding attendance, pre-employment requirements, performance, compliance and other related issues reported to Human Resources. The Generalist will conduct lower risk terminations and will be responsible for supporting field locations in building strong relationships between employees and managers/supervisors. The Employee Relations Generalist will provide advice and counsel via-telephone and written communications to employees and frontline managers in a wide variety of areas including, but not limited to: performance management, conflict resolution, and general employment policy interpretation. The Generalist will handle escalated call center issues and determine when it is appropriate to include Regional ER or HR Management, in keeping with Navient's policies and procedures and in the best interests of the Company. Most interactions occur via the telephone and computer.

## **Essential Job Functions:**

### **Employee Relations**

- Conduct confidential, effective investigations and determine appropriate remediation according to applicable laws and regulations
- Review for approval escalated progressive discipline and lower risk requests for termination
- Advise management and employees regarding policy interpretation
- Build rapport and relationships with management and employees to maintain a reputation as a resource and confidante
- Attend involuntary termination (other than job abolishment) notification meetings
- Represent Company at unemployment adjudication hearings

### **Employee Relations Call Center Operations**

- Provide guidance and mediation to employees and managers in the resolution of work related issues
- Handle escalated employee and management counseling to ensure a positive employee relations climate
- Monitor the implementation of personnel policies and procedures to ensure consistency and equitable application in accordance with Navient policies and applicable federal and state laws
- Provide guidance to management staff relative to employee relations issues, needed progressive disciplinary action, and terminations of employment
- Review submitted progressive disciplinary actions from management, coach management on recommended revisions as applicable and approve progressive disciplinary action memos, including requests for involuntary termination
- Enter and attach administered disciplinary actions in HRIS and ER case management system
- Work toward the continuation of a union-free workplace
- Execute company processes and policies surrounding the separation of employment
- Evaluate and recommends improvements to HR policies and procedures applicable to ER group
- Prepare effective documentation utilizing the company's appropriate ER case management system

# Employee Relations Generalist

## Document Management

- Track employee and manager contact via provided technology
- Maintain and audit employee relation records
- Maintain and prepare investigation documentation
- Approve, edit, draft and track employee and company communication during the course of case resolution

## Training & Development

- Maintain current knowledge on company systems, policies and processes
- Maintain current knowledge on Federal and State laws affecting employment

## HR Administration

- Assist the entire Employee Relations Department as needed, including work projects and assignments outside the area of investigations such as mergers and acquisitions, integrations, work restructuring, and special training.
- Assist with planning, development, and implementation of new HR/ER programs

## MINIMUM REQUIREMENTS:

- Bachelor's Degree in HR or Related Field OR additional equivalent experience above the required minimum education.
- At least five years of experience in human resource roles, including significant experience in employee relations, required; prefer the experience to have been applied in a multi-state, multi-site call center structure
- Strong preference for experience working in an HR COE structure
- Broad knowledge of employee relations concepts, laws and practices, as well as investigative techniques required for success
- Outstanding influencing and interpersonal skills; proven success building credibility and inspiring confidence at all levels of an organization
- A strategic business orientation; mental agility and flexibility; ability to impact/provide support to other human resources functions
- Ability to maneuver within a highly-matrixed environment; tolerance for ambiguity
- Extensive hands on knowledge of applicable state and federal employment and labor laws and government compliance requirements
- Highly developed written and oral communication skills
- Proven experience creating and maintaining an issue free work environment that makes third party intervention unnecessary
- Ability to travel overnight occasionally
- Technical ability to include the use of personal computers and HRIS systems from a user perspective

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- Must be flexible to a variety of schedules to meet business needs and able to adapt to change quickly
- Ability to establish themselves as a leader within the department and the company
- Problem solving methodology
- Strong qualitative and quantitative analytical skills
- Demonstrated ability to calmly manage multiple conflicting priorities, strong problem solving capabilities and the desire to work with people in a fast paced environment
- Prepare clear, complete, accurate and logical written oral and written reports using proper sentence construction, grammar and punctuation.
- Outstanding influencing and interpersonal skills; proven success building credibility and inspiring confidence at all levels of an organization
- Demonstrated ability to establish and maintain effective working relationships with all department heads
- Strong interpersonal skills; ability to apply a diplomatic approach, negotiate and communication of ideas
- Proactive and responsiveness with superior project management skills; strong attention to detail
- Ability to perform in a standard office and remote environment
- Flexible and adaptable
- This position will support a federal government contract. Applicants must be able to obtain Public Trust security clearance as required of federal government contractors to include a background check conducted by the U.S. Government to determine eligibility and suitability for federal contract employment for public trust or sensitive positions. **For this level of clearance, applicants must possess U.S citizenship.**

## PREFERRED QUALIFICATIONS:

- PHR/SPHR or SHRM CP/SCP preferred
- Bilingual (Spanish) preferred

Apply at: [https://navient.wd1.myworkdayjobs.com/Navient\\_Jobs/job/Tennessee-Home-Office-EST/Employee-Relations-Generalist\\_21REQ-02115-1](https://navient.wd1.myworkdayjobs.com/Navient_Jobs/job/Tennessee-Home-Office-EST/Employee-Relations-Generalist_21REQ-02115-1)