HR Generalist – Benefits

About Codman:

Codman Square Health Center is a community-based, outpatient health care and multi-service center in the heart of Dorchester. We opened our doors in 1979 with a dream: to build the best urban community in America. As part of this dream, we recognized that though health care begins by alleviating sickness, the journey to a true “culture of health” is achieved through the health of the whole person and the whole community. Our two-physician staff that summer of 1979 may have been small, but our commitment to the community was deep and our vision optimistic. Today, we are home to a staff of 280 multi-lingual and multi-cultural expert clinicians, medical staff and employees, most of whom reside in the neighborhoods surrounding Codman Square. We boast more than 114,000 client contacts each year, and have developed an astounding depth and breadth of community programs, as well as strong partnerships with other organizations in order to meet our mission most efficiently.

PROFESSIONAL EXPECTATIONS
The Human Resources Generalist reports directly to the CHRO and will come in contact with extremely sensitive and highly confidential information. A great deal of care and commitment must be given toward maintaining the confidentiality of all employment related records. In addition, strong, clear, and respectful communication, teamwork, and professional and ethical standards are expected from all HR staff members.

POSITION SUMMARY
Under the direction of the Chief HR Officer, the HR Generalist will provide exceptional HR services in support of all operations across Health Center Divisions. The HR Generalist will work closely with the HR Director to develop and participate in various HR related initiatives, with the goal of cultivating a high quality employment experience for all employees. Responsibilities will include complex and routine work in all functional areas of human resources. The Generalist will serve in the role of consultant and coach to Division Leaders, Directors, and Managers concerning employee related matters, as well as providing assistance with identifying and resolving problems or issues. Responsibilities will also include assisting the CHRO with the implementation and communication of approved policies and procedures, compliance reporting, and workforce management.
PRIMARY RESPONSIBILITIES

Benefits
* Works closely with CHRO with development, implementation, and administration of the HC compensation plan.
* Works closely with HC vendors to administer all benefits and to ensure accuracy in the application of employee benefits.
* Recommends, implements, and administers benefits programs and maintain an up-to-date and thorough knowledge of eligibility requirements for medical, dental, disability, life, FSA, and other benefits to include those offered on a voluntary basis.
* Prepares for, manages, and communicates the benefits open enrollment process as well as other employer benefits sponsored events.
* Administers and monitors the HC’s tuition reimbursement program.
* Maintains and makes available to employees, all benefit plan documents to keep them informed of benefits such as health, dental, retirement investments, etc., as well as communicates changes as may be required.
* Works closely with CHRO to ensure billing process for all HC benefits is timely and efficient.
* Works closely with the Finance Department of ensure applicable end-of-year benefits notifications are communicated in a timely manner.
* Serves as the liaison for benefits inquiries and facilitates employee vendor communication as necessary to resolve complex benefits issues.
* Maintains clear and regular communication with employees regarding current benefits to include retirement plans, tuition reimbursement, and employee participation.
* Ensures timely processing of all benefits billing activities.
* Assists CHRO with the annual benefits renewal process and maintains an accurate renewal of benefits log/timeline.
* Supports HC benefits Committee.
* Works closely with the HC partner in the management of unemployment claims/benefits.
* Works closely with the HC partner in the management of all workers comp related claims/benefits.

Employee Relations
* Under the guidance of the CHRO, interprets and applies HC and HR policies and procedures, past and present practices, and applicable federal and state laws and regulations that may impact the HC’s employer-employee relationship.
* Processes all transactions pertaining to employee relations practices which may include but are not limited to leaves of absence, terminations, performance management, payroll notifications, layoffs, etc.
* Provides professional coaching and counseling to employees, encouraging them to demonstrate and maintain appropriate behaviors when interacting with peers, management staff, and patients.
* At the direction and discretion of the CHRO responds to employment related incidents, conducts investigations, analyses and formulates comprehensive fact finding reports to document such incidents.
* Serves as coach and consultant to managers and supervisors to help enhance their performance management, employee communications, and relationship building skills.
* Facilitates the HC’s annual performance management program to include notification to managers and supervisors of all upcoming performance evaluation such as six-month and annual reviews.
* Works closely with managers and supervisors to establish performance improvement plans with realistic expectations and outcomes.
*Under the direction of the CHRO consults and works with managers and supervisors regarding disciplinary and termination issues or recommendations.
*Conducts exit interviews, documents and reports outcome.
*Partners closely with other HR Generalist to coordinate all HC wide employee activities to include planning and execution of service awards, holiday party, and other recognition events.
*Establishes rapport with, and demonstrates respect for management staff and all employees of the HC.
*Consistently exhibits and communicates behaviors that demonstrate HC’s commitment to exceptional customer service to internal and external customers.
*Recommends development of new policies and procedures relative to established HR goal, to communicate continuous improvements in the efficiency and effectiveness of the department and services it provides.
*Builds and fosters positive and effective relationships with customers (applicants, employees, hiring managers, leadership, vendors, patients, visitors, etc.
*Serves as liaison between managers and employees when dealing difficult issues.

**Compliance**
*Adheres to all HR, HC, and corporate personnel standard policies and procedures.
*Works closely with external partners to manage the HC’s unemployment benefit program, and prepares for and attends hearings as required.
*Works closely with managers and supervisors to ensure all applicable employment and labor laws are appropriately applied to respective practices.
*Monitors, posts, and updates all federal and state employment related posters as required by law and ensures updated information/posters are posted at all worksites.
*Works closely with HC vendors to ensure timely notification of benefits status to all participating employees in HC benefits, to include the HC’s retirement investment plans.
*Under the direction of the CHRO, prepares responses to claims filed with state and federal regulatory agencies, i.e. EEOC, Labor Board, Wage and Hour Division, etc. This includes the gathering of data and/or documents in support of pending litigation matters.
*Remains competent in the application of benefits laws, such as FMLA, SNLA, COBRA, UI, HIPAA, retirement, health and welfare, and other applicable rules and regulations, and demonstrates ability to educate HC staff on maintaining compliance.
*Works closely with the compliance department to ensure all employees adheres to HC requirements.
*Works closely with the compliance department to ensure appropriate compliance reporting are conducted as required by HC and other regulatory agencies.
*Runs compliance reports as requested by compliance department and/or CHRO.
*Serves as back-up for compliance in all other functional areas of HR.

**HRIS**
*Utilizing the HRIS runs workforce development reports as applicable to support department goals and objectives.
*Utilizes HRIS to generate reports in support of development and reporting of workforce planning, training, recruitment, and retention activities.
*Generates HRIS reports to assist in the documentation, measurement, and evaluation of HR activities, to include exit interviews, voluntary, and involuntary turnover, etc.
ADA/ WORKING CONDITIONS
Constant exposure to computer screen; heavy telephone use; frequent exposure to extreme heat and cold; frequent interruptions. Must be able to walk, stand, sit for extended periods of time; must be able to walk up and down stairs; push, pull, carry up to 40lbs.

QUALIFICATIONS:
Associate’s Degree and five (2) years’ experience or combination of education and experience, preferably in health care setting; strong verbal and written communication skills necessary; excellent understanding of state and federal laws; must be proficient in working with benefits, employee relations, compliance, and recruiting. Proficiency with MS Office Suite, ADP Payroll and HRIS. Fluency in English is a requirement; Spanish, Creole, and other languages a plus.

Other Duties and Responsibilities
Other duties as assigned include but not limited to:

*Provides back-up for all functional areas of HR in support of other HR Generalists and support staffs.
*Meets regularly with CHRO and communicates frequently with HR staff in general.

Codman serves a diverse population. Applicants who have a multicultural background and/or bilingual are encouraged to apply. We offer a generous benefits package including:

- A retirement employee-funded 403(b) plan
- Competitive Medical, and Dental
- Employer-paid Life, Accidental Death & Dismemberment and Long-Term Disability Insurance
- Generous Vacation, Holiday, Personal and Sick Time Benefits
- Flexible Spending Reimbursement Accounts (Health and Dependent Care)
- Educational Assistance and tuition reimbursement Programs
- Commuter Benefits
- Other benefits and perks!

To Apply: Send resume and cover letter to codemp@codman.org. Job Code: HRG-B

CSHC is an Equal Opportunity Employer, M/F/D/V encouraged to apply

Visit Codman.org to view other opportunities