



HUMAN RESOURCES GENERALIST

DEPARTMENT: Administration
REPORTS TO: President & CEO
HOURS/STATUS: Full-time/Exempt

Willow Domestic Violence Center is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Human Resources Generalist is a key member of the Willow Domestic Violence Center Team and is responsible for a variety of services including recruitment, employee training and engagement, benefits administration, and compliance. The Generalist will serve as the agency HR expert providing leadership, communication and oversight to ensure that the agency is in compliance with Federal and State regulations. The HR Generalist plays an important role in building and maintaining the agency's values-based culture, with an emphasis on instilling a sense of belonging for staff and advancing equity, diversity and inclusion in staffing and service delivery. This is an exempt position with a pay range of \$50,000 - \$55,000 per year.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as the HR management expert providing leadership, communication and oversight to ensure that the business is in compliance with federal and state regulations.
- Serve as liaison to the Board-level HR Task Force. Working closely with the CEO and COO, lead regular HR Task Force meetings, set agendas and coordinate Task Force activities.

EMPLOYEE RELATIONS

- Foster a culture of diversity, inclusivity, collaboration and teamwork.
- Proactively raise issues to management that may affect Willow employees, and partner with them to identify practical solutions.
- Provide timely support and guidance to managers regarding proper and consistent application of policy and practice concerning attendance, performance, and other workplace topics.
- Lead investigations, including employee complaints and conflicts and bring them to resolution.
- Maintain physical and digital files for employees and interns, including benefits, attendance records, continuing education, certifications and licenses.
- Coordinate annual anniversary recognitions.
- Act as a consultant to Essential Voices group to amplify under-represented voices of both staff and clients within the organization.

TRAINING & ORGANIZATIONAL DEVELOPMENT

- Coordinate annual performance evaluations, supporting supervisors and staff as necessary; evaluate and calibrate results.
- Ensure new hires receive a probationary performance evaluation.
- Partner with COO on training plans for new hires and current staff.
- Coordinate Supervisory training opportunities for new supervisors and managers.

RECRUITMENT & RETENTION

- Support hiring managers in the recruitment and hiring process (source resumes, phone screens, reference and background checks, offer and offer letters); ensuring that Willow leaders are trained on how to select, manage, evaluate and retain diverse employees.
- Conduct new hire orientation meetings with all new employees.
- Coordinate onboarding activities with Director of Facilities and Administration and Essential Voices team members.
- Maintain and update job descriptions for all Willow roles to ensure inclusive language and core competencies in diversity, equity and inclusion.
- Conduct exit interviews and report findings to appropriate staff.

BENEFITS ADMINISTRATION

- Work with Agency broker and other benefit suppliers in coordinating annual enrollment.
- Work with benefit administration vendors to coordinate activities for STD, LTD, COBRA, FMLA, NYS Unemployment etc.
- Provide information to employees regarding benefits.

COMPLIANCE & HR ADMINISTRATION

- Ensure compliance with all State and Federal laws and regulations regarding hiring practices.
- Generate surveys and reports as needed, analyze data and make recommendations on HR approaches, policies and procedures.
- Working with the Executive Team, update employee handbook as needed.
- Provide market information and other benchmark data to management regarding compensation and benefits.

OTHER DUTIES AS ASSIGNED

- Attend and participate in agency trainings and staff meetings as required.
- Completes all job functions ethically and in a culturally competent manner.
- Any other duties as may be assigned.

QUALIFICATIONS

- Bachelor's degree in HR, Business Admin., or related field, with a minimum of 5 years HR experience (particularly in Employee Relations and Staffing) or equivalent combination of education/experience.
- Diversity and Inclusion Certificate preferred
- Proven ability to Think strategically, execute tactfully, and demonstrate strong judgement.
- Knowledge of a broad range of human resource strategies and practices, including compensation and benefits, performance management, safety, hiring and employee relations; able to apply these strategies and practices in compliance with employment regulations.
- Working knowledge of applicable Federal, State and local laws and regulations related to the Human Resources function.
- Excellent organizational, interpersonal, verbal and written communication skills.
- Proficient in the use of Microsoft Office (Word, Excel, PowerPoint, Teams, Outlook).
- Experience with Complete Payroll Processing preferred, or with similar software applications.
- Strong time management skills. Ability to work under pressure and successfully meet deadlines.
- Must be able to sit, stand, bend, reach, and lift up to 30 pounds.
- Maintain confidentiality and complete all job functions ethically and in a culturally competent manner.

HOW TO APPLY

Submit cover letter and resume by mail or email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦ Email: HR@willowcenterny.org

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Willow believes that a diverse workforce and inclusive workplace culture enhances the performance of our organization and our ability to fulfill our important missions. Willow is committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.