The University of Texas at San Antonio

Job Description

Job Title:	Human Resources Generalist
Job Code:	19518
Grade:	61
FLSA Status:	Exempt
Department/Division:	People Excellence
Reports To:	Assistant VP, Talent Cultivation

Summary

Function:
Provides professional expertise in multiple HR areas with a focus on employee relations, case management and metrics. Handles employee relations issues, using employment laws, policies and procedures, drafting templates for HR documents and working with other members of the HRBP Team.

Scope:
Responsible for handling complex employee relations matters, which involve frequent contact with internal stakeholders, university managers, supervisors, and employees. Coordinates complex issues with the Business Partners in order to provide well-rounded service levels.

Duties

Typical:
1. Provide guidance to supervisors and employees in the area of employee relations, performance management, talent acquisition, retention, and policies and procedures.
2. Conduct workplace assessments and formulate workable solutions for the customer, while providing ongoing communication and follow through to ensure deliverables are met.
3. Conducts internal investigations in response to employee complaints and as otherwise needed.
4. Support the work of business partners with activities such as workforce planning, succession planning, retention and other activities that drive success for the stakeholders. Offer proactive recruiting assistance.
5. Partner and provide generalist support to business partners and centers of excellence.
6. Provide effective case management of issues such as disciplinary action, performance management, resolution of colleague complaints and facilitation of termination and exit processes for involuntary separations.
7. Conduct exit interviews for voluntary and involuntary separations.
8. Develop human resources solutions by collecting and analyzing information and recommending courses of action.

9. Improve manager and employee performance by identifying and clarifying problems; evaluating potential solutions; implementing selected solution; coaching and counseling managers and employees.
10. Support the department in implementing programs to help improve the employee experience.
11. Recommend and approve performance management action plans in partnership with business partners.
12. Respond to unemployment claims and provide accurate and timely data.
13. Assist with case management system (Maxient and Excel). Develop and extract reports and metrics for use by senior leadership.
14. Keep senior management and business partners apprised of non-routine concerns or potential risks.
15. Develop and conduct training classes, workplace policies and procedures for the University.
16. Research, develop and/or provide knowledge and expertise on human resources policies and procedures.
17. Collaborate and participate on projects, both large and small scale.
18. Develop and maintain partnerships with a high level of professionalism and discretion.
19. Maintain current knowledge of Equal Employment Opportunity (EEO) and other federal and state employment laws.
20. Maintain weekly and monthly employee relation metrics.
21. Perform additional duties as assigned.

Periodic:
1. Track employee relations and other business unit activity to identify trends to determine appropriate resolutions or interventions.
2. Assist in varied departmental activities.

Education

Required	Preferred
Bachelor's Degree from an accredited institution.	Degree in Human Resources, Business Administration, Public Administration or related field from an accredited institution.
	PHR or SHRM-CP certification

Other Requirements

Required	Preferred
Excellent interpersonal and communication skills.	N/A
Must be capable of handling difficult personnel situations with tact and diplomacy.	
Must be able to handle emergency and security situations.	
Strong collaboration skills and the ability to contribute within a team setting.	

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Understanding of HR best practices and current regulations.	
Sound judgment and problem-solving skills Ability to multi-task effectively in a fast pace environment.	
Able to maintain the confidentiality of information, as appropriate.	
High work capacity results oriented, with a strong sense of urgency.	
Criminal Background Check (CBC)	

Experience

Required	Preferred
Four years of professional level experience within a Human Resources function, including two years of experience conducting workplace investigations, performance management/conflict resolution, and/or disciplinary actions	N/A
Proficient with data management using Excel or other data base systems.	

Equipment

Required	Possible
Knowledge of personal computers and other standard office equipment.	N/A

Working Conditions

Usual	Special
Usual office working conditions. Travel to all UTSA locations.	N/A

Supervision

Received	Given
General supervision from assigned supervisor.	May supervise work groups and assigned workers.

Accuracy

Proficiency in all phases of the duties performed. Accuracy in interpretation of applicable administrative policies.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.