

HUMAN RESOURCES GENERALIST I

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for coordinating various human resources processes for the City of Albany Office of Human Resources. This is specialized work involving responsibility for the application of Civil Service Law and City of Albany Rules and Regulations regarding civil service administration for all civil divisions that fall within the jurisdiction of the City of Albany Civil Service Commission. The incumbent may have responsibility for: performing human resources functions, benefits administration, processing civil service transactions and other related functions. This work is performed under the general direction of the Director of Human Resources. Supervision is not typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Maintains and updates detailed computerized personnel and Civil Service records;
- Performs various phases of human resources and benefits administration for city employees;
- Conducts employee orientation and on-boarding sessions;
- Ensures all required paperwork is completed and obtained from new employee and included in personnel file;
- Serves as the primary contact for human resources and civil service related questions;
- Prepares letters, forms, and other correspondence concerning civil service administration, benefit programs, policies and procedures’;
- Provides customer service to employees, retirees and constituents in assisting them in gaining better understanding of their employee benefits, human resources policies, and civil service rules and regulations;
- Assists in developing and the administration of training programs and human resources initiatives;
- Assists in planning new methods, policies, and procedures for more efficient operation of the Office of Human Resources;
- Participates in new and existing recruitment programs, job fairs, and city events;
- Uses computer applications and database software in performing work assignments;
- Assists and instructs employees and customers with use of application software;
- Assist senior level staff in a variety of other Human Resources duties and projects;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of office terminology, procedures and computer systems used;
- Good knowledge of principles and processes for providing customer and personal services.
- Working knowledge of human resource management principles and practices;

- Working knowledge of public employment administration;
- Working knowledge of Federal, State and Local labor laws and regulations;
- Ability to use Microsoft Office Suite, including Excel;
- Ability to maintain strict confidentiality;
- Ability to communicate effectively, both orally and in writing;
- Ability to maintain good working relationships with administration, staff and the public;
- Tact and Courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and two (2) years of full-time paid experience in human resources, public or business administration; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience in human resources, public or business administration;
- D. Any equivalent combination of training and experience as defined by the limits of (a) through (c) above.