

**Job Description - Regional HR Generalist**

**Job Title:** Regional HR Business Partner

**Department:** Human Resources

**Supervisor:** Director of Human Resources

**FLSA Status:** Exempt

**Prepared By:** JG/KM

**Prepared Date:** 5/24/2019

**Approved By:** JG

**Approved Date:** 5/24/2019

**Summary:**

The Regional HR Business Partner's role is to work as a supportive and cooperative Human Resources team member providing the best potential customer service, with specific knowledge in the Recruiting, Training, and Employee Relations activities of the Human Resources department. S/he is responsible for implementing the company's employee relations programs, policies and procedures, working closely with the Human Resources Director. S/he will provide information to employees regarding regulations and policies, providing general support, addressing a broad variety of issues, maintaining files, databases, records of actions of personnel, evaluations, and tenure. Must be knowledgeable in the areas of employee relations, labor law and regulatory administration activities of the Human Resources department.

Responsibilities related to recruiting functions include posting of open positions, and resume and application management. The Business Partner is responsible for the organization's regional talent management efforts including full-cycle recruiting and building university relationships within a dynamic, growing, and changing environment. S/he will partner closely and collaborate with all hiring managers across regional/multiple locations to develop hiring strategies that will enable us to fill critical roles and identify key hiring sources. Multi-tasking is needed as many HR priorities may arise at the same time. Responsibilities of this position will expand as needed and as the company continues to acquire new practices within the assigned region.

**Job Standards:**

* Provides guidance to managers, supervisors, and employees regarding laws, regulations, policies, procedures and practices related to employee relations matters
* Facilitates communication among employees and management by providing guidance and consultation regarding problem solving, dispute resolution, regulatory compliance, litigation avoidance and strives to resolve internal conflict informally through appropriate conflict management and mediation techniques
* Manages and oversees MPG's corrective action process; responds to employee concerns; conducts investigative interviews; prepares comprehensive written documentation and summary reports related to the investigative process. Maintains thorough documentation regarding any employee relations investigations utilizing current documentation/investigation tools
* Oversees MPG's annual performance evaluations process, including process improvements and implementation; Provides suggestions to improve performance issues, ensures appropriate application of evaluation methods and tools and ensures compliance with the process
* Responsible for the full-cycle workers compensation program and processes. Collaborates with HR Benefits Manager regarding FMLA/ LOA tracking and documentation
* Responds to unemployment claims and prepares for and participates in unemployment/reemployment hearings
* Coordinates training on performance management systems and performance management issues; prepares training materials, resources, and guides on effective performance management practices and procedures in cooperation with Talent Development Manager
* Partner with hiring managers to define talent requirements and develop sourcing strategy to execute on business needs. Lead the recruiting process through entire candidate lifecycle
* Build and maintain external networks by proactively searching for active and passive candidates through networks and active sourcing
* Maintain current knowledge of Equal Employment Opportunity (EEO) and affirmative action guidelines and laws, such as the Americans with Disabilities Act
* Perform searches for qualified candidates according to relevant job criteria, using computer databases, networking, Internet recruiting resources, cold calls, media, recruiting firms, and employee referrals
* Utilizes systems and processes, develops recruiting metrics to be measured and communicated regularly to the executive team, including time to fill and retention of new hires
* Provides accurate, monthly reports to management regarding employee turnover exit interviews, retention, recruitment time to fill and others as requested by HR Director or senior management.

**Minimum Education/Experience Requirements:**

* Bachelor's degree from an accredited institution with a major in Human Resources, Business Administration or related field. SPHR Certification is preferred
* Five (5) years or more of progressively responsible human resources experience preferably with an emphasis in employee/employer relations
* Think critically and analytically
* Research, analyze, compare, prioritize and evaluate complex data
* Effectively utilize written and verbal communication in the development of investigative reports, management reports, training guidelines and performance plans
* Operate standard office equipment including a computer and related software applications
* Manage multiple priorities and be accountable for timely completion of work assignments.
* Work under pressure and professionally facilitate emotional situations
* Maintain strict confidentiality of information
* Ability to travel (up to 75% of time) to/from practices within assigned region

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Coaching - Facilitating the development of other’s knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient’s or person’s interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Developing Organization Talent - Developing indirect reports’ skills and competencies by planning effective development activities related to current and future jobs.

Follow-up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Individual Leadership/ Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills**

Ability to read and interpret documents. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Athena Database software; Microsoft Spreadsheet software and Microsoft Word Processing software.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on the business activity of the office.

**Receipt and Acknowledgment:**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_