



## Montachusett Regional Transit Authority Job Description

### **Position Title: Human Resources Generalist**

**Department: Human Resources**

**Reports to: Manager, Human Resources**

**Employment Status: Full-time 37.5 hours per week**

**Work Hours: 8:30 AM – 4:30 PM**

**FLSA: Non- Exempt**

**Supervisory Responsibilities: N/A**

### **Position Summary:**

This position supports MART and the Manager of Human Resources to develop and improve our employees' development across the organization. The objective is to further embed compliant HR processes, while adding value to the organization working on a variety of tactical tasks and varied projects.

The individual in this role will assist in supporting our 100+ full time and temporary employees in 3 locations in Fitchburg. The role of the Human Resource Generalist is to provide exceptional customer service and support for employees and management in the areas of recruiting, benefits, policy interpretations and processes.

### **Essential Functions/Position Responsibilities:**

- Assist managers with the recruiting process, including development or updating of Job Descriptions, phone screening, interviewing, background checks,
- Administer new employee onboarding, including I-9 compliance
- Serve as a point of contact for HR related inquiries, including benefits
- Maintain all employee files and/or electronic and in HRIS
- Learn and understand payroll processes, audit, and run reports
- Perform all verification of employment requests
- Coordinate benefit events and assist training events for our workforce
- Collaborates with business partners to solve problems and resolve conflicts in a creative, responsive, and pro-active manner
- Provide employee relations support
- Maintain a knowledge of progressive HR practices and key trends including but not limited to; FMLA, ADA, Workers Compensation, STD, LTD
- Process all benefit related transactions in various carrier systems and in HRIS to insure accurate and timely data is in place
- Assists Manager of HR with various research projects and/or special projects

**When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees**

**conduct a review of their position as part of the performance-evaluation process.**

**Qualifications:**

- Bachelor’s Degree in Human Resources or equivalent and 2+ years of HR experience preferred
- Continual/lifelong learning mind set highly desirable
- **High level of Confidentiality is a MUST**
- Strong research, analytical skills required
- Excellent communication skills both written and verbal
- Proficient computer skills including Microsoft Office and databases
- Valid unrestricted driver’s license or reliable means of transportation
- Bilingual a plus

**Skills:**

- Technical proficiency, including MS Office
- Strong business acumen
- Agile, with a strong customer service focus
- Innovative, quick learner able to organize and prioritize work
- Comfortable with conflict and delivery
- Must be a team player, dedicated to quality and accuracy and able to interact with diverse groups
- Highly organized

**Working Environment and Physical Requirements**

Works primarily in a typical, climate-controlled office environment.

<b>PHYSICAL REQUIREMENTS</b>	<b>RARELY (15%)</b>	<b>OCCASIONAL (15%-40%)</b>	<b>FREQUENT (40% - 70%)</b>	<b>CONTINUOUS (OVER 70%)</b>
Ability to work closely with diverse group on people				X
Regular, predictable attendance				X
Ability to sit for extended period (Sedentary Work)				X
Use of hands and fingers to operate telephone and computer Typing/Data Entry/Computer				X
Simple hand grasping 1 or both hands			X	
Fine manipulation 1 hand			X	
Fine manipulation both hands				X
Repetitive movement: Hand, Arms			X	

Reaching below shoulder height	X			
Reaching above shoulder height	X			
Repetitive movement: Foot	X			
Moderate noise			X	
Hearing				X
Dusty Environment		X		
Exposure to Fumes/Odors	X			
Exposure to Heat/Cold Temps		X		
Working inside and outside	X			
Crawling	X			
Kneeling	X			
Climbing Ladder	X			
Climbing Stairs		X		
Walking	X			
Stress				X
Standing		X		
Stooping		X		
Bending		X		
Twisting Neck			X	
Reaching/Pulling/Pushing	X			
Working in confined space	X			
Lifting 10 lbs. or less		X		
Lifting 40 to 50 lbs.	X			
Driving		X		
Acuity, Near-Clarity of vision at 20 inches or less			X	
Acuity, Far-Clarity of vision at 20 feet or more	X			
Depth Perception- Three-dimensional vision. Ability to judge distances and space relationships	X			
Field of Vision-Area that can be seen up and down or to right or left while fixed on a point	X			
Accommodation- Adjustment of eye to being object into sharp	X			

focus- Important for near point work				
Color Vision – Ability to identify and distinguish colors			X	
<b>COGNITIVE REQUIREMENTS</b>	<b>RARELY (15%)</b>	<b>OCCASIONAL (15%-40%)</b>	<b>FREQUENT (40% - 70%)</b>	<b>CONTINUOUS (OVER 70%)</b>
Communication Oral				X
Communication Written				X
Interpreting Skills				X
Implementing	X			
Evaluating				X
Organizing	X			
Consulting	X			
Analyzing	X			
Presenting	X			
Supervising	X			
Ability to Deal with Stressful situations				X
Ability to Deal with Trauma, grief, death	X			
Ability to deal with Public Contact				X
Decision making	X			
Work with Others				X
Work Alone			X	
Concentration				X
Comprehend and follow instructions				X
Relate to Others				X
Influence Others	X			
Perform complex or varied tasks	X			

**Special Comments:**

**Manager Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Human Resources Approval:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_