TITLE: Information Officer III – Human Resources Generalist

LOCATION: New England Interstate Water Pollution Control Commission (NEIWPCC), Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

SALARY: Grade and Step depends on experience and qualifications

ADDITIONAL INFORMATION: Benefits provided, but not included in salary range: vacation, personal and sick leave; health, dental, disability and life insurance; retirement plan. This position requires the incumbent to Monday through Friday, 7 ½ hours per day, except for approved compensatory time.

BACKGROUND INFORMATION: The New England Interstate Water Pollution Control Commission serves as a forum for interstate communication and coordination on water-related pollution control efforts among all the New England states and New York State.

JOB SUMMARY: Responsible for Human Resources activities including recruiting, benefits administration, employee relations, and database management.

DUTIES AND RESPONSIBILITIES:

Training: Research potential training programs (outsourced or in-house) for overall NEIWPCC training and HR training offerings to assist in creating programs that help employees to develop the skills and garner the knowledge they need to perform well in their job positions and develop skills to take on higher level position. Map out schedules. Market available training opportunities to employees and providing necessary information. Maintain accurate training records and prepare progress reports on training initiatives. Follow up with employees to assess success of program. Process reviews to determine trends in training needs.

Recruitment: Oversee applicant process including logging applicants, sending response postcards, and scheduling interviews, assembling hire packages and closing open position files. Maintain open position files including inventory for off-site storage. Keep employment listings up to date on NEIWPCC website. Research new avenues for recruitment and maintain data for those avenues. Move applicant process forward including reviewing resumes and drafting hire letters, participate in interview process, complete reference checks, update, improve, and maintain new Avenues for Advertising document. Close out open position files.

Onboarding: Generate new hire packages and hire letters; ensure hire packages are up to date. Working with HR Director and Program Managers, set up orientation schedules. Administer new hire process including processing internal paperwork, prepare materials for payroll, enroll employees in benefits, update databases and lists. Train new employees on NEIWPCC policies and procedures. Work with new Lowell staff to ensure training on computer and phone systems and office procedures.

Termination process: Draft termination letters and prepare termination packages, ensuring term packages are up to date. Terminate employee coverage in all benefits; maintain retirement records. Close out personnel files. Participate in or manage disciplinary terminations as needed.
**Generalist responsibilities:** Prepare and maintain employee personnel files according to federal and state regulations. Manage annual files, including preparation of new files and off-site storage inventory. Timely and accurate updates to payroll. Research employment law updates and related topics. Improve and ensure accuracy of Human Resources how-to instructions. Assist with managing job description files. Participate in the creation and publication of the Human Resources Newsletter.

**Compliance and Research:** Maintain and submit accurate reports for federal and state agencies as necessary.

**Systems:** Research new systems and make recommendations to Director of Human Resources. Maintain appropriate webpages on NEIWPCC website to ensure they are up-do-date and accurate. Work with employee database, including generation of reports.

**Management:** Assign work to Human Resources staff (2 Information Officers) where appropriate, working in cooperation with Information Officer (HR Generalist) to ensure even distribution of responsibilities.

**Benefits administration:** Provide backup for benefits administration.

Other duties as assigned by supervisor.

**SUPERVISORY CONTROLS:** Incumbent operates under the general supervision of the Human Resources Director who provides instruction on new work, guidance and review of completed work to assure accuracy and adherence to established policy and requirements. Independently performs tasks in an efficient and effective manner, using good judgment. Job performance is evaluated by the Human Resources Director.

The incumbent will rely on his/her ability, expertise, and commitment to excellence. S/he will also build NEIWPCC’s culture which focuses on honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-10 professional personnel: and indirect supervision (i.e., through an intermediate level supervisor) over 6-30 professional and/or technical personnel.

**RECOMMENDED QUALIFICATIONS:**

**Education**
A master’s degree in human resources, social services, or business preferred.

**Experience**
Applicants must have at least (A) six years of full-time, or equivalent part-time, technical or professional experience in human resources, social services, or business, of which (B) at least five years must have been in a professional capacity, and, of which (C) at least three years must have been in a supervisory, managerial or administrative capacity, or (D) any equivalent combination of the required experience and the following substitutions.

**Substitutions**
I. An associate’s degree with a major in a field referenced above or a related field may be substituted for a maximum of one year of the required (A) experience.*

II. A bachelor’s degree with a major in a field referenced above or a related field may be substituted for a maximum of two years of the required (A) experience.*

III. A graduate degree with a major in a field referenced above or a related field may be substituted for a maximum of three years of the required (A) experience and one year of the required (B) experience.*

*Education toward such a degree will be prorated on the basis of proportion of the requirements actually completed. NOTE: Education substitutions will be permitted for a maximum of one year of the required (B) experience. No substitution will be permitted for the required (C) experience.

**Personal Characteristics**
- Think and act in a broad collaborative style. Care deeply about the health and impact of the entire organization, not just the human resources department
- Comfortable in group settings and welcomes collaboration
- Naturally prone to action with a focus toward continuous improvement
- Diplomatic and welcoming in his/her approach to others
- Able to manage change and articulate the “value case” for it
- Comfortable working in a very collaborative environment and oriented toward getting things done; able to bring perspectives and ideas to the table while remaining open to perspectives and ideas from others. Open to lively debates
- Inclusive and interested in helping others
- Capable of fostering and deserving of trust
- Accept responsibility and is accountable for results
- Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence

**Special Knowledge and Skills**
- Experience with e-learning platforms
- Proven work experience as a training coordinator or facilitator
- Demonstrated commitment to professional development
- Ability to maintain accurate records
- Ability to exercise discretion in handling confidential information and to exercise sound judgment.
- Experience with MS Office Suite, including Access.
- Excellent grammatical, organizational, and interpersonal skills.
- Ability to work independently and as part of a team
- Some knowledge of budget management
- Position requires limited travel
- May require flexibility of hours

**Requirements**
- A valid driver’s license and access to own transportation required.
- Attendance at the annual All Staff Meeting is mandatory.