



Employee Job Description:

# Human Resource Generalist

DEPARTMENT:  
Support Ministries

## HUMAN RESOURCES' GOAL

**Championing the Chapel's DNA by driving staff and volunteer performance and helping leaders effectively organize their ministries, select their teams, manage and develop their people and create an inspiring environment.**

## DESCRIPTION OF THE VOLUNTEER ROLE

Administers the entire life-cycle of candidates and employees. Provides administrative support to our human resources function (e.g. correspondence generation, record keeping, file maintenance, HRIS entry, candidate interviewing and hiring, new staff orientation, inter-departmental communication, etc.). Administers a progressive array of employee benefit programs including health, welfare and retirement plans according to federal and state regulations and plan provisions. Acts as liaison between employee and insurance providers to resolve benefit related issues and ensures effective utilization of plans and positive employee relations. Performs other HR generalist duties as assigned.

## GENERAL REQUIREMENTS

- 1. Alignment with and support of the Chapel Staff Expectations** (as outlined in the Chapel Application for Employment and The Chapel Staff Handbook).
  - Our Five Key Value Areas (see our Staff Handbook for detail):
    - i. Culture – Fully embraces and embodies The Chapel's identity and consistently demonstrates it in everyday life
    - ii. Character - Holistically healthy, inspiring to others, and becoming more like Jesus every day
    - iii. Commitment – Defined by a revolutionary commitment to, and personal sacrifice for, the cause of Jesus Christ
    - iv. Community –Lives authentically and transparently in community and infuses life into the people around them, naturally helping them to become more like Jesus.
    - v. Competence – Diligently strives for and achieves high levels of performance in the role (as listed below)

## ROLE RESPONSIBILITIES

- A. Ensure compliance, reduce risk, and maintain confidential and secure information. Administer the entire life-cycle of candidates and employees including recruitment plans and activities, scheduling, interviews, hiring, changes and exits. Works with hiring supervisors to develop position profiles/job descriptions. Maintains records related to same. Performs outreach to community sources as needed.
- B. Conducts new employee orientations to ensure employees gain an understanding of benefit plans, enrollment provisions, church policies and procedures, and staff culture so that they attain performance expectations as quickly as possible.
- C. Coordinates, tracks and supports annual goal setting, performance management and personal improvement plans.
- D. Interfaces with the entire organization to ensure accuracy of our records and excellent delivery of compensation and benefits.
- E. Administers health and welfare plans including enrollments and terminations. Informs employees (and potential employees/applicants) on plan provisions so that individuals can make informed benefit decisions. This includes all levels of employees including executives. Arranges for distribution of materials from carriers, assists with communicating changes to employees and arranges for on-site representation by providers. Conducts employee presentations. Processes changes within deadlines. Manages annual open enrollment period during 4th quarter of each year. Processes required documents for in-house payroll and external insurance providers to ensure accurate record keeping and proper deductions. Serves as the liaison to the third party COBRA Administrator for the church.
- F. Strives to ensure employee understanding of benefit programs by regularly generating communication and informs employees/dependents as situations arise. Resolves employee complaints related to health and welfare plans. Refers difficult or very complex complaints to manager as needed. Acts as liaison with various insurance carriers and fosters effective relationships with client representatives. Acts as a resource for Payroll/HR contacts to ensure their understanding and compliance with benefit and HR policies and regulations. Keeps management advised of potential problem areas and recommends/implements solutions as appropriate.
- G. Processes monthly billings from insurance providers. Reviews billings for accuracy, codes and advances for payment. Resolves discrepancies with carriers, payroll and the church. Completes reports for management as requested.
- H. Support the Director of Support Ministries in the area of Human Resources.
- I. Identify, recruit, train and shepherd volunteers within department.

## CORE COMPETENCIES

1. **Administrator:** An administrator plans, organizes and executes procedures that accomplish the goals of the ministry and position his/her team for maximum effectiveness.
2. **Confidant:** A confidant demonstrates integrity, elicits trust and maintains the strictest of confidences.
3. **Critical Thinker:** A critical thinker approaches a situation, problem or opportunity systematically by clearly defining the problem, collecting and analyzing relevant data, establishing facts, researching alternative perspectives/possibilities and drawing valid conclusions.
4. **Customer Focus:** An individual with customer focus seeks to welcome, serve, support and effectively resource customers.
5. **Detail Orientation:** An individual with detail orientation appreciates the importance of details and attends to details that affect quality, timeliness and goal achievement.
6. **Interpersonal Effectiveness:** An individual who displays interpersonal effectiveness relates well with others and responds appropriately to their needs and feelings.
7. **Self Starter:** A self starter demonstrates a high level of initiative, proactively identifies opportunities/issues and acts to capitalize or resolve them.
8. **Subject Matter Expert:** A subject matter expert masters a discipline, body of knowledge or skill and applies his/her expertise to enhance individual and organizational effectiveness.

**DAY/TIME:** Office hours between 8am and 5pm.

**AVERAGE HOURS PER WEEK:** Part-time (28 hr/week). Minimum four office days.

**CAMPUS:** Libertyville

**SUPERVISOR:** Galen Thomas, Executive Director of Support Ministries