

## Human Resources Generalist

Would you like to be part of our growing human resources team that cares about the people's experience with Calabrio? If so, this is the career for you.

### POSITION SUMMARY

The Human Resource Generalist/Talent Management is responsible for assisting and supporting the Human Resources team in the Human Resources function including talent acquisition and management, policy and program management, new employee onboarding, training, and compliance. This position will also be a partner with HR team with office management and provide administrative activities across the company. This professional will provide superb coordination and consultation to ensure a results oriented, yet fun work environment at Calabrio.

### CORE RESPONSIBILITIES

#### POLICY & PROGRAM MANAGEMENT:

- Assist the HR Manager in the development and revision of personnel policies and procedures and communicate as necessary.
- Assist HR Director with coordinating the annual performance review process. Ensure proper documentation of performance information.
- Manage annual corporate giving company functions – campaign.
- Assist in implementation of a company well-being plan/program; manage & coordinate annual flu shot clinics.
- Assist in implementing culture, company innovation days and other programs to evolve culture collaboration.
- Work with HR Manager and Management on retention strategies (recognition and reward programs, etc.).
- Assist with maintaining HRIS system and PTO systems; update data accordingly, respond to employee questions about PTO policy and system.
- Pull management reports from HRIS database as required.
- Maintain HR Intranet site and communicate weekly HR news updates.

#### OTHER

- Back up support for Payroll & Benefits Specialist.
- Responsible for answering employee and manager questions; addressing questions.
- Assisting the HR Manager with resolution of employee relations issues.

- Using best practice strategies, work to improve policies, processes, and procedures.
- Manage company intranet and web site with regard to HR/benefits.
- Special projects as assigned.

**RECRUITMENT/TALENT MANAGEMENT:**

You are considered an HR partner with recruitment and talent management with the following items:

- Partner as needed with HR Talent team and Hiring Managers to determine talent needs.
- Develop and implement recruitment campaigns (using job boards, government-mandated posting sites, social media, etc.).
- Partner with Maintain, update, and write job descriptions with hiring manager.
- Work with HR team and Hiring Managers to screen resumes, and conduct phone and in-person interviews.
- Assist in coordinating and scheduling phone and face-to-face interviews.
- Correspond with applicants and perform background and reference checks.
- Generate offer letters and other required paperwork for offer process.
- Generate & maintain termination paperwork.
- Assist the HR Director in creating and implementing a career development program (including mentoring, training, working with managers to define career paths within and outside of departments).
- Assist Recruiting team in development of formal company internship program.

**COMPLIANCE**

- Manage & maintain company compliance with HR Manager (including tracking and reporting) as it relates to:
  - Affirmative Action Plan, EEO (EEO-1 Reporting), (VETS-100 Reporting), I-9, E-Verify, ADAA, FLSA, FMLA, SOX, OSHA, Labor Law, and other Federal, State, and Local law requirements (including those directed toward Federal Contractors).
- Maintain company safety program. Work with Office Managers to create emergency evacuation plans.
- Assist in maintaining immigration files; assist with immigration process as necessary.
- Assist with managing leaves of absence and assist with personnel files.

### TRAINING & ONBOARDING:

- Manage onboarding process for new hires - lead new hire orientation process and conduct HR and Benefits orientation. Ensure all topics are covered including new hire paperwork, policies, procedures, tours, lunches, etc.
- Work with Department Managers to set-up departmental training plans for new hires.
- Assist in implementation of Calabrio training initiative (with goal of linking training to performance).
- Work with HR Manger and HR Intern to create and deliver HR topic and compliance training for all employees (live training sessions and LMS delivered training).

### CORE EXPECTATIONS

- **Communication:** Effectively listens to others and makes clear and effective oral presentations to individuals and groups regarding work-unit or organization issues. Communicates effectively in writing; is clear, concise and easily understood.
- **Flexibility:** Adapts to change in the work environment in ways that help work-unit staff keep projects “on course.”
- **Interpersonal Skills:** Considers and appropriately responds to the needs, feelings, capabilities, and interests of others.
- **Planning:** Establishes policies, guidelines, plans, and priorities required to meet work-unit or organization objectives.
- **Resource Utilization:** Responsibly spends financial resources in ways that result in ultimate accomplishment of work-unit or organizational objectives. Effectively and efficiently uses materials, supplies, equipment, systems or organization facilities.
- **Self-Management:** Engages in the effective use of self-assessment and self-management techniques in order to proactively and continuously improve own performance. Exhibits full responsibility for one’s own work achievements and consistently maintains a high level of self-management that contributes to sustained high performance.
- **Time Management:** Effectively uses the time available to complete work tasks and activities that lead to the achievement of expected work objectives (as results or outputs).

### EDUCATION

- Bachelor’s degree in Human Resource Management
- 2+ years Generalist experience

- 1+ years Recruiting experience
- Strong computer skills in Microsoft Outlook, Excel and Word
- Experience with ADP HRIS system preferred
- Desire to work in high-tech organization
- Knowledge of current HR law regarding employment

### MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

### COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

### BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this [link](#).

### ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its

industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at [www.calabrio.com](http://www.calabrio.com). Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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