



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Human Resources Generalist  
**DEPARTMENT:** Human Resources  
**SALARY:** Negotiable  
**DATE POSTED:** 03/27/2023  
**CLOSING DATE:** Until Filled  
**FLSA CLASS:** Exempt  
**SALARY RANGE:** Grade H  
\$50,500 - \$64,300

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## SUMMARY

This position supports the Agency in recruitment, onboarding, orientation and various HR departmental compliance initiatives. Work is confidential in nature requiring strong knowledge of the HR function, communication and management skills.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Recruits, interviews, and facilitates the hiring of qualified job applicants for open positions; collaborates with departmental managers to understand skills and competencies required for openings.
- Develops and implements innovative and creative recruitment campaigns to attract a strong pool of applicants for open positions.
- Organizes and maintains the career center database.
- Reviews all applications received for open positions within the career center database; initiates the pre-screening interview process for vacant positions; and provides qualified and potential candidates to hiring managers for review.
- Arranges employment interviews, organizes interview panels, develops interview questions, and participates in all interviews as the moderator.
- Conducts the pre-employment process to include the preparation and submission of new hire letters and packages; acquires background checks and employee eligibility verifications.
- Conducts new hire orientation and implements employee recognition programs.
- Coordinates and manages the employee onboarding process.
- Negotiates and secures temporary labor when necessary.
- Handles employment-related inquiries from applicants, employees, and supervisors, referring complex and/or sensitive matters to the appropriate staff.

- Assists with the preparation of departmental purchase orders, requisitions, and processes invoices.
- Ensures the proper recording and/or data entry of personnel transactions such as new hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
- Maintains all HANO HR file rooms; develops and maintains a comprehensive filing system to ensure that employee records are maintained properly, complies with applicable retention schedules, and consistently remain in an orderly fashion; conducts archive file research.
- Maintains employee files in compliance with applicable HANO policy and legal requirements.
- Coordinates office equipment maintenance and repairs; orders and maintains departmental office supplies.
- Researches HR best practices and current employment law; makes recommendations of efficiencies and process improvements for departmental file maintenance and other HR procedures.
- Ensures all required compliance and internal employee communications postings are current and up-to-date.
- Compiles various reports that may include the hiring status report, EEO-4, and employee statistical reports.
- Performs routine tasks required to administer and execute human resource programs including but not limited to disciplinary matters; development of job descriptions, performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
- Plans and coordinates special employer sponsored activities.
- Prepares and distributes written and verbal information to inform employees of various programs, special employer sponsored activities.
- Reviews, tracks, and documents compliance with mandatory and non-mandatory training, continuing education, and work assessments. This may include safety training, anti-harassment training, professional licensure, and aptitude exams and certifications.
- Maintains compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Assists the HR Director and HR staff with special projects.
- Performs other duties as assigned.

## BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

*Problem Solving:* Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

*Interpersonal Skills:* Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

*Teamwork:* Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

### **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.

### ***Job Competencies***

- Strong knowledge of HR policies and procedures.
- Ability to perform with minimal supervision.
- Strong knowledge of general office procedures and practices, business English and arithmetic.
- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn the organizations HRIS and talent management systems.
- Ability to learn and maintain industry specific software applications and/or equipment.
- Ability to communicate professionally, clearly and concisely, orally and in writing.
- Ability to establish and maintain effective and courteous relationships with other employees and other business contacts.
- Above average recruitment skills.
- Ability to maintain confidentiality; possess a high level of professionalism, and proper office etiquette and decorum skills.

### ***Education and/or Experience***

Bachelor's degree in Human Resources, Business Administration, or related field from an accredited college or university is required with a minimum of three (3) years progressive experience in an HR Generalist or HR Specialist role. Experience in recruiting is highly desired. SHRM-CP is a plus. An equivalent combination of education and experience may be considered.

### ***Technical Skills***

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

**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 sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

**EEO POLICY STATEMENT**

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

