



Coworker Services (HR) Senior Generalist

EMPLOYMENT AGREEMENT: Exempt

ADVISOR: VP of Global Coworker Services

PRIMARY CHARACTERISTICS:

- **Values:** Upholds Reell's Direction Statement and Declaration of Belief. Ensure that personal conduct is consistent with Servant Leadership. Looks for opportunities to model Reell's values in all business situations. Active listening skills are needed in this position, along with a humble approach and a desire to serve.
- **Teamwork:** Create a positive, energizing, and rewarding environment for all Coworkers. Has a desire to work closely on a team, working with the HR leader and HR team members to help achieve goals and meet the needs within Coworker Services. Provide mentorship and guidance to other HR team members. Contribute ideas and vision with energy and passion.
- **Continuous Improvement:** Develop continuous improvement plans and ideas within Coworker Services and helping drive the improvements in capabilities, processes, systems, satisfaction, quality, cost, delivery, and safety.
- **Confidentiality:** Accountable to ensure that all data and protected information always remain confidential and is available to only those Coworkers who have a need to know.
- **Professionalism:** Always leads by example through service. Displays professionalism to all Reell constituents by the actions, attitudes and work style displayed.
- **Communication:** Deliver clear and concise communications to the corporation and within our team regarding all aspects of Coworker Services. Communication styles (in all modes - verbal, written, etc.) must deliver the necessary information in an effective manner.

KEY RESPONSIBILITIES:

- **Coworker Experience Excellence:** Regularly checks in with Advisors and Coworkers. Provides Advisor and Coworker support as first point of contact and ensures Coworker experience is excellent and needs are met.
- **Recruiting and Staffing:** Manages the recruiting efforts of most positions (hourly and exempt) as assigned, working together with the leader of Coworker Services. Responsibilities in essence is from beginning to the end of the recruiting process: recruiting strategy, selection method, interviewing process, compensation recommendation, and reference checking and making the offer to candidates. Manage temporary staffing vendors and contracts. Responsible for administrating all background checks, drug testing, etc. for all potential candidates. Trains advisors and interview teams on recruiting best practices and legal considerations.
- **Branding/Marketing:** Leads and manages Reell's employment branding efforts, helping inform our external communities about Reell in order to attract talent. This position is responsible for managing these methods of recruiting, bringing new ideas and solutions to how we recruit using social media applications. Through this work, this position must ensure Reell's values are at the center of all we do.
- **HRIS Leadership and Technology Integration:** Takes an active role in leading technology capability, functionality, and integration within the Coworker Services Department. Examples include Reell's Learning Management System, Compensation system, HRIS, as well as other new technology platforms. Keeps on top of trends and builds efficient capabilities in the solutions that provide value to Coworker Service, Advisors and/or the Company. Leads technology initiatives and projects with aligning stakeholders, implementing and testing capability, communicating and training others and evaluation post implementation to ensure technology is as efficient as possible and providing value.

- **Training and Development:** Takes an active role in managing and promoting the growth and development of our Coworkers. This position is the primary one responsible for Reell's Learning Management System (LMS) and ensuring system is being used efficiently and properly. In addition, responsible for proper use, recording of trainings and that the execution of trainings are done in a consistent manner. Training and development also includes thinking creatively on potential internship programs, partnering with various colleges and universities, and helping Coworkers become all they're created to be. Electronically file education assistance requests and approvals. Responsible for onboarding training and process, as well as completion.
- **Compensation Management:** Assists the Coworker Services team to manage all aspects of compensation management including market evaluations, overall analysis of positions, wage scales, total compensation statements, and other items where deemed appropriate. Primary one responsible for Reell's compensation system and reporting through selected benchmarking technology, working closely with the leader of Coworker Services. This includes creating new positions within the system, managing downloads, and ensuring data accuracy and overall efficiency. Responsible to ensure accurate processing of status changes, HRIS system changes and proper communication of payroll data to the right parties.
- **Performance Management:** Primary responsible for the Annual Conference system and setup within HRIS. Responsible for the electronic filing of completed reviews, including electronic data management of performance management documentation. Coach and provide guidance to Advisors on Annual Conferences and assist with performance issues when needed.
- **Benefits:** This position is first point of contact for Benefits HRIS and is a key back-up when needed to support Reell's benefit systems and communications.
- **Organizational Development:** Assists the Coworker Services team with all aspects of organizational development including organizational design, overall strategy, gap analysis, individual development plans, succession planning, and best practices. Builds job descriptions when needed.
- **On-Boarding:** Back up for onboarding new Coworkers. This includes but is not limited to making sure all needed on-boarding training (including departmental training) has been documented before the new Coworker starts, helping drive all training to completion. Responsible for all new hire reporting within the State of Minnesota and required Cobra notifications. Responsible for several aspects of onboarding with the new Coworkers in their first week of orientation. Responsible for making sure others have ordered Reell equipment and facilities has the workstation ready for the new Coworker's first day to ensure a successful experience.
- **Policy Development and Interpretation:** Responsible for developing, maintaining, updating and interpreting policies with guidance to Coworkers and Advisors.
- **Reporting & Metrics Lead:** Responsible for updating all department metrics, including Corporate Scorecard and tracking with detail monthly. Some examples are the Coworker Survey, Energage survey, 30-day new hire and quality of hire. Manage dashboard and reporting within HRIS.
- **Personnel File Maintenance:** Back up for managing electronic personnel files of the Reell Coworkers as needed throughout the year. This includes active and terminated personnel.
- **Termination Process:** Assists with various aspects of the termination process, primarily those processes that involve updating electronic data to show the Coworker no longer being an active employee.
- **Special Events:** Responsible for using organization and creativity to lead or assist with various special events for Reell. This also includes capturing moments throughout these events to further brand Reell in our social media content.
- Other duties as assigned.

SKILLS REQUIREMENTS:

- Attitude of excellence, having a positive 'can do' attitude, a willingness to work hard to achieve goals, pride in your work, and a desire to do your best and to cultivate excellence around you.
- Customer Focused – a love to serve Coworkers
- Can effectively manage multiple priorities successfully
- Organized
- Strategic organizing and planning

- Adaptability
- Continuous Learning
- Creative marketing/branding through social media
- Project Management – can manage the details and complexity of multiple projects and be able to prioritize and drive to completion
- Microsoft Office 365 and highly proficient in Excel
- Continuous improvement focus – Always looking to improve systems and process
- Excellent written and verbal communication
- Ability to multi-task seamlessly with great organization
- Adept in the use of technology and social media

EDUCATION AND WORK EXPERIENCE REQUIREMENTS:

- Bachelor's Degree in Human Resources, Business Management, or other related degree
- Minimum of 5 years' experience in human resources or equivalent
- Minimum of 5 years HRIS systems experience and/or other systems experience
- Minimum of 2 years' experience with creative marketing and/or employment branding
- Minimum of 5 years' recruiting experience
- Microsoft 365 experience
- Visio experience

PREFERED REQUIREMENTS:

- MBA or Master's degree in Business or Human Resources
- PHR, SPHR Certification or SHRM Certification
- ADP Workforce Now or other HRIS and HR technologies
- Led technology implementations, upgrades and integrations

PHYSICAL REQUIREMENTS:

- May be required to lift up to 40 pounds or sit or stand for longer periods of time
- May be required to drive to pick up supplies needed for Reell events