

Position Description

Job Title: HR Generalist	Reports to: People Operations Manager
FLSA Status: Exempt; Full-Time	Aligned Executive: Chief People Officer
Kipuka: Lili'uonamoku – Honolulu, Hawaii	Department: Team Services

Position Summary

The HR Generalist is responsible for the day-to-day activities associated with administration of Total Rewards and Employee Relations and partners with Talent Acquisition and OD teams on various other projects. The HR Generalist creates and leads HR practices and objectives that will provide a teammate-oriented, high-performing culture that emphasizes core values, accountability and empowerment. This position is managed within the People Operations Department of Team Services.

Position Responsibilities

Total Rewards (Benefits and Compensation)

- Implement LT's total rewards programs as well as monitoring salary structures and pay for performance program to ensure alignment with LT's total rewards philosophy.
- Provides support in LT's compensation review processes, communications and participates in a number of compensation survey's to stay abreast of market trends.
- Provide subject matter expertise on benefits by advising leadership and teammates on existing benefits, including 401(k); implements and communicates new programs or changes to existing plans. Collaborates with Coordinator on benefits open enrollment and new hire benefits presentations.

Employee Relations

- Design and execute activities designed to enrich morale and teammate commitment. Support leadership to recognize and demonstrate appreciation and empowerment to teammates consistently.
- Resolves complex employee relation matters and provides guidance to managers and teammates (e.g. coaching, counseling, career development, disciplinary, terminations); acts as a "sounding board" to managers and teammates.
- Provides consultation and recommendations to teammates and leadership in the interpretation of policies and procedures.
- Partners with Talent & Organizational Development team in designing, reviewing and implementing performance management program.
- As needed, conducts investigations when teammate complaints or concerns are brought forth.

Other

- Collaborates with the Talent Acquisition with recruitment and onboarding initiatives and may be responsible for full-cycle recruitment.
- Collaborates with the team on the design and implementation of wellbeing programs.
- May provide payroll processing backup support. Assists with HR Systems to ensure system integrity.
- Acts as Interim Manager in the absence of the People Operations Manager.
- Contributes to the Trust's success by accepting new assignments, helping team members, learning new skills, and striving to improve team and organization results.

Qualifications

Bachelor's degree in HR and/or equivalent experience, five years human resources, total rewards, employee relations and performance management. Demonstrated knowledge and proficiency in all Microsoft Office programs, particularly Excel and other related HRIS software required. PHR/SPHR or SHRM-CP/SHRM-SCP and Ceridian Dayforce preferred.

Job Specific Competencies

- **Technical Skill:** Expert knowledge of federal and state payroll laws, and other legal requirements related to payroll, benefits, and leave management. Experience in program administration, preferably in benefits, compensation or other HR programs. Ability to apply technical knowledge to solve a range of problems.
- **Confidentiality:** Ability to build trust with staff and maintains a high level of discretion with confidential material.
- **Communication:** Communicates effectively and professionally with aloha both verbally and in writing. Excellent interpersonal and coaching skills. Strong verbal and written communication in English.
- **Relationship Management:** Demonstrated experience working with staff at all levels in a collaborative, environment; commitment and ability to promote and sustain positive workplace values and relationships.
- **Analytical Skill:** Possess analytical skills and work experience in problem solving, quantitative and qualitative analysis, and project management, and continuous improvement methodologies.

Mental and Physical Demands:

- While performing the duties of this job, the employee regularly works in an office setting. Performs light physical work, including climbing, stooping, kneeling, crouching, reaching, and lifting up to 25 pounds.

Organizational Competencies

- **Alignment with Queen's legacy:** Understanding and appreciation of Queen Liliuokalani's story, her legacy and the Hawaiian Culture is foundational to staff's commitment to working with our Hawaiian children, families and communities. Demonstrates respect for and appreciation of Hawaiian values history, and culture, understanding its implication in one's work, in fostering meaningful relationships, and in embracing the community served.
- **Ho`omau i ka `imi Na`auao (Continuous Learning and Improvement):** Committed to creating and reinforcing an environment of continuous learning and improvement.
- **Ho`ike i na Mana`o Pono (Effective Communication):** Communicates with those we serve and each other in a consistent manner that results in mutual understanding, harmony, and action.
- **No'ono'o loi (Critical Thinking and Problem Solving):** Actively and skillfully understands, conceptualizes, applies, analyzes, synthesizes, and/or evaluates information and develops and supports fact-based analyses and recommendations
- **Ho'o kumu a'e or `Imi hakuha (Innovation):** Identifies and integrates creative ideas into new or existing services and promotes effective problem-solving.
- **Pilina Ho`ohana a me ka Hana Hilina`i (Building Relationships and Creating Trust):** Manages relationships to create optimal opportunities and move the organization forward.
- **Alu Like I ka Hana (Teamwork):** Works cooperatively and collaboratively with others throughout the organization in alignment with the organization's objectives.
- **Ho'onui I ka `Ike (Capacity Building):** Encourages personal growth by exhibiting trust and a belief in the capacity of others.

Terms and Conditions of Employment

As a condition of employment, employee will be subject to LT's policies and procedures.