



**Job Opportunity** Human Resources Generalist

**Vacancy Number** 2018-16

**Closing Date** Open until authorized

**Location** Appalachian Regional Commission  
1666 Connecticut Avenue, NW  
Washington, DC 20009

**Grade** NF 9-12

### Agency Information

The Appalachian Regional Commission (ARC) is an economic development agency of the federal government and 13 state governments focusing on 420 counties across the Appalachian Region. ARC's mission is to innovate, partner, and invest to build community capacity and strengthen economic growth in Appalachia to help the Region achieve socioeconomic parity with the nation. [www.arc.gov](http://www.arc.gov)

### Position Summary

The Human Resources (HR) Generalist is primarily responsible for processing recruitment, personnel, payroll and benefit transactions for both Non-Federal and Federal staff and serves as the agency's day to day contact with third party vendors, Federal agencies, insurance carriers, and others for matters pertaining to payroll and benefits administration. The HR Generalist also performs day to day responsibilities for the full employment life cycle including background checks, onboarding, employment processing, data maintenance and reporting, performance management, professional development, employee engagement, leave management, safety and security, EEO compliance, and off-boarding for both Non-Federal and Federal staff. The HR Generalist works closely with the Director of Human Resources to ensure HR strategies align with and support the agency's objectives as well as federal, state and local regulations. This role champions organizational change initiatives in support of agency strategy. This position reports to the Director, Human Resources.

### Duties and Responsibilities

#### Benefits

Administers and communicates employee retirement and benefits for all ARC offerings covering Federal and non-Federal programs. Processes invoicing/payments, personnel transactions, on- and off-boarding, and reports for plans such as health benefits, life insurance, retirement, FSA, workers' compensation and related matters.

Provides accurate, timely and engaging benefit information to employees, including responding to inquiries, coordinating open enrollment/open season, FSA enrollments, 401(k) management, and on- and off-boarding employees.

Processes leave cases including short-term disability, family & medical leave, and other type of employee leave in compliance with ARC policy and applicable regulation(s).

In collaboration with the Director of HR, participates in the total compensation strategy by researching, analyzing and communicating new, innovative, or changes to benefits plans and initiatives.

### Personnel Transactions and Payroll Processing

Reviews, processes and transmits all personnel actions, payroll documents, and time-and-attendance reports through applicable systems.

Maintains records, reports and files in accordance with ARC policy and legal requirements.

Ensures compatibility of ARC systems and data with NFC programs, especially for customized features. Monitor the system, evaluate the data, and recommend program modifications to meet ARC payroll and personnel transactions needs.

Prepares periodic (biweekly, monthly, and quarterly) benefit, payroll, timesheet and employment reports. Analyzes and processes expense reports, invoices, and check requests. Verifies the accuracy of disbursements of premiums to health insurance, life insurance, retirement, and disability benefits.

Prepares and delivers agency reports for federal agencies, benefit carriers/administrators, and other external contacts. Analyzes data and prepare reports for internal review, such as turnover rate, benefit utilization, vacancy rate, etc.

Responds to requests for information or clarification from reports recipients.

### Recruitment

Assists with recruitment efforts including drafting job ads, screening resumes, scheduling interviews and drafting correspondence.

Coordinates the background check process for all applicants and employees; ensure all files are maintained accurately and timely; escalate issues to supervisor for review.

Conducts new employee orientation and off-boarding.

### HR Administration

Writes and edits SOPs to ensure timely and accurate documentation of internal processes.

Drafts and reviews policies in coordination with the Director, HR. Maintains policy and guidance materials for NFC payroll, benefits, and other HR systems and processes.

Maintains all personnel, payroll, benefits and leave records in accordance with legal requirements and internal processes.

Schedules all employee training with intergovernmental agencies, colleges and universities, private vendors and internal presentations. Tracks, analyzes, and reports on employee training to ensure organizational return on investment.

Assists with performance management system administration such as preparing reports, drafting correspondence, and tracking and analyzing completion rates.

Completes employment verifications.

Assists with staff engagement events such as lunch 'n learns, quarterly all-staff and ad-hoc gatherings.

Performs other related duties and special projects as assigned or required.

## **Knowledge, Skills, and Abilities**

Bachelor's degree in relevant field. PHR, SHRM-CP strongly preferred.

Three to five years of relevant work experience demonstrating application of human resources best practices, principles, laws and regulations, and programs.

Human Resources experience in both the Federal and private sector.

HR regulations and processes within the Federal Sector including payroll (NFC and T&A), benefits and retirement systems (CSRS, FERS, TSP, FEGLI, FEHB, Flexible spending accounts, etc.), worker's compensation, unemployment insurance, Employee Relations, MSPB, Disability programs, etc.

Federal, state and local HR regulations, payroll, and benefits (i.e. ADA, EEOC, FMLA, HIPAA) and the ability to stay up to date and apply information to ARC structure and process.

Proficiency with a variety of software including the Microsoft Office Suite; HR software (NFC; OPM retirement; webTA, ATS, etc.).

Demonstrated effective organizational skills and a high level of attention to detail.

Demonstrated professional demeanor with complete respect for confidentiality of sensitive data, discretion, and a customer service perspective.

Strong business and HR acumen skills.

Decision Making - ability to make sound, well-informed, and objective decisions.

Problem Solving - identifies problems; determines accuracy and relevance of information; ability to generate and evaluate alternatives, and to make recommendations.

Reasoning - identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Planning and Evaluating - organizes work and independently sets priorities; determines process steps required to achieve results; monitors progress and evaluates outcomes. Demonstrated ability to meet deadlines and prioritize without sacrificing accuracy.

Project Management - knowledge and application of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance. Ability to effectively manage multiple assignments.

Adaptability - ability to accept and apply changes to work processes, information, team; recovers quickly from setbacks and finds alternative ways to reach goals or targets; navigates change through positive communications and supportive actions

Communicating - selects appropriate and effective way to communicate to audiences in diverse situations; listens actively and asks questions to understand other perspectives or confirm understanding; awareness of and responsive to verbal and non-verbal communication styles; provides status updates which reduce or eliminate the need for follow up from requestor. Skill in communicating verbally sufficient to exchange information, explain requirements, etc.

Writing - recognizes and uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical information that is appropriate for the intended audience. Skill in writing sufficient to communicate information to a variety of audiences.

Collaboration - ability to interact and work effectively with others to accomplish goals despite differences, changes, roles or resources; treats others with respect, dignity, and professional courtesy; values the contributions of others through listening, sharing relevant information and considering new ideas; affirmatively shares lessons learned and relevant information.. Demonstrated ability to work effectively with HR team, managers, and staff across the organization as well as with external vendors, insurance providers, and contacts.

Critical Analysis - ability to identify, research, analyze, design, manage and communicate data and outcomes sufficiently to various audiences to accomplish work outcomes; develops, recommends, and/or implements innovative and effective approaches to solve problems. Ability to apply creative thinking.

Accountability - makes best use of resources to accomplish work priorities; takes responsibility of balancing quality with deadlines; takes appropriate action(s) to fulfill commitments to others; owns, acknowledges and corrects mistakes; immediately communicates updates and changes to others

#### **Additional Requirements**

- U.S. Citizenship required
- Position requires successful completion and maintenance of background security review
- Position is located at ARC office located in Washington, DC
- Ability to travel 10%

#### **Salary and Benefits**

ARC offers a competitive benefits package which includes health insurance, retirement, paid time off, commuting subsidy, professional development, etc. This is not a federal position; however, if a federal employee is selected for this position and transfers without a break in service of more than three calendar days, he or she may be able to continue his or her retirement and life/health insurance benefits. ARC generally follows the General Schedule (GS) Salary Table of the Federal government. ARC's grade NF 9-12 is equivalent to the federal grade GS 9-12.

#### **How to apply**

Apply online at: <https://appalachianregionalcommission.applytojob.com/apply/nAXkwlewUq/Human-Resources-Generalist>

For more information about ARC careers, please visit our web site:

<https://www.arc.gov/about/ARCJobOpportunities.asp>

*ARC is an equal opportunity employer. Selection for this and any other position will be based solely on merit. ARC does not discriminate on the basis of race, color, religion, sex, national origin, politics, marital status, sexual orientation, physical or mental disability, age, membership or non-membership in an employee organization, or other factor prohibited by law. ARC will provide reasonable accommodation to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please contact Allison Thiriez at 202.884.7712 or at [athiriez@arc.gov](mailto:athiriez@arc.gov)*