

HUMAN RESOURCE GENERALIST

SALARY RANGE: Based on Experience

FLSA: Exempt

LOCATION: National Office – Boston Massachusetts

CONTACT: HR Department: hr@naca.com

BENEFITS: Excellent single/family health and dental PPO, 80% employer contribution & 401K.

Website: www.naca.com

NACA

NACA is the country's largest HUD approved non-profit homeownership, housing counseling, and advocacy organization with more than three million Members and 47 offices nationwide. NACA has established a proven track record over three decades, not only earning respect for its operations but also becoming feared by predatory lenders. NACA's reputation is built on being the most effective organization in the country at providing affordable homeownership. NACA has been on the forefront of fighting against abusive and discriminatory lending practices over the past thirty years. NACA is aggressively hiring hardworking, relentless, and dedicated individuals who are willing and eager to fight for economic justice and racial equality. NACA provides unprecedented opportunities for its staff to do well financially by doing good.

Founded in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals engaged in predatory and discriminatory lending. NACA's success is a result of its relentless confrontational advocacy as well as state of the art systems and operations. NACA's purchase program provides comprehensive counseling as the largest HUD approved housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage, requiring no downpayment, no closing costs, no mortgage insurance, no need for perfect credit, and always at a below-market, fixed interest rate. NACA has more than \$20 billion in mortgage commitments from Bank of America and other major lenders to fund this extraordinary mortgage. NACA is also the most effective organization in providing affordable solutions to homeowners with an unaffordable mortgage and has done so for more than 500,000 at-risk homeowners nationwide through its HomeSave program.

Built on this unprecedented track record of success, NACA is rapidly expanding across the country and is hiring hardworking, dedicated, exceptional new employees. NACA continues its aggressive advocacy in fighting for economic justice for low to moderate income and people of color. NACA continues to fight for economic justice by addressing the racial wealth disparity gap and other issues. Employees at NACA have a tremendous impact on the Members and communities they serve. For more information about NACA or its history and programs, visit www.naca.com.

Advocacy in Support of NACA's Mission:

Employment with NACA requires ongoing participation in NACA's advocacy, outreach, community organizing, and other activities as determined by NACA. NACA Counselors must

support and actively promote NACA's tactics and mission of fighting for economic justice including participation in NACA's aggressive advocacy campaigns and other activities. This is also important in expanding NACA's Best in America Mortgage, homeownership, and other programs. While these activities are crucial for NACA's continued success, they may reduce the available time for NACA Counselor's to work with their Members and impact their Performance Pay compensation in the short term. These activities contribute to long term production as they contribute towards awareness in the community of NACA's product and services.

POSITION SUMMARY:

The Human Resource Generalist(s) are responsible for assisting the Human Resource Director in supporting various aspects of the organization and may be called upon at any time to fulfill the duties for any of the responsibilities of the H.R. Department. The H.R. Department is responsible for the overall workings and administration of the NACA's Human Resources functions. This includes the hiring, benefits administration, staff evaluations, disciplinary actions, claims administration, personnel policies, and other H.R. functions for all of NACA's 40+ Offices, Counseling Center and Departments ("H.R. Functions"). In addition, they work on the development, coordination, and implementation of personnel policies. The H.R. Generalist must also support NACA's mission and enthusiastically engage in NACA's advocacy as well as support and defend the organization's philosophy, tactics and impact with those questioning, critical of or opposed to NACA. The HR Generalist could be responsible for reviewing staff policies and implementing such changes to maintain compliance with the law and other applicable rules and regulations.

While the Human Resources Director is ultimately responsible for the management and performance of the H.R. Department, the H.R. Generalist could work on a variety of the H.R. Functions with varying levels of responsibility. S/he needs to be very detailed and pro-active in identifying issues as NACA continues to grow and evolve with proven analytical and problem solving abilities. S/he works closely with national staff and management relating to human resource issues. The H.R. Generalist also participates in staff meetings as appropriate to ensure company information is shared in a timely and effective manner and goals are being met.

Since the work of the H.R. Generalist would likely involved all or most of the H.R. Functions to some degree, the H.R. Functions are described below. It is likely that a significant amount of time would be dedicated to recruitment and hiring. S/he must have strong abilities to interview and hire applicants.

Recruitment and Staffing:

- Develop and maintain job descriptions for all positions.
- Identify staff vacancies and staffing needs in an ongoing basis including discussions of personnel needs with department directors.
- Seeks out, screens, recruits, and hire to fill existing and projected position openings.
- Coordinating and implementing NACA's recruiting program, policies, and procedures and assists in keeping NACA up-to-date on best recruiting practices.
- Evaluate and recommend salary ranges based on responsibilities, markets and NACA's overall compensation policies based on identified outcomes.
- Identifies and implements optimal means of reaching candidates including reaching out to NACA's members, promoting during NACA events, work with NACA partners, advertisements, job sites, government unemployment agencies, and college and university employer resource services.

- Develops network of employer resource services and participates in job and/or college fair activities.
- Coordinate interview process.
- Interview applicants including in other locations as necessary.
- Check references for potential employees.
- Manage and ensures positions are actively listed within NACA's approved online provider, public systems and the NACA website.
- Work with Office Managers in local offices with outreach for candidates, job interviews and other activities related to the hiring process.
- Accurate and timely completion of new hire packages and documentation including PANs.
- Ensure new staff is processed, integrated with training properly implemented in a timely fashion.
- Manage the personnel files and new hire packages
- Ensuring pro-active work and professionalism for a positive first impression for newly hired staff.
- Exit interviews to identify company issues and potentially retain productive staff.
- Update and maintain staff database.

Benefit Administration:

- Administration of all the employee benefits, including the evaluation and expansion of the various benefit plans.
- Monitor employee benefit programs (analysis of rates for renewal, new benefits, etc.)
- Enroll and terminate employees for the different benefits including coordination of annual enrollment.
- Reconcile and approve the health insurance and other benefit invoices.
- Make sure payroll department adds the deductions for insurance once employees are enrolled in benefits.
- Review compliance reports for 401K and Section 125.
- Implement oversee COBRA process and benefits
- Administers and ensures compliance and support with managing the disability (STD/LTD), worker's compensation and OSHA reporting as applicable.
- Keeps up with changes in laws, both state and federal level, to ensure company states in compliance and up-to-date.
- Notifies employees of changes in benefits programs.
- Monitors health management and use and makes recommendation to reduce absenteeism.

Performance Evaluation:

- Coordinate Performance Evaluation System.
- Develop evaluation process for all departments with structured salary increases and/or bonuses.
- Oversee evaluation process and timeframes.
- Monitor evaluations and have them completed on a timely basis.
- Implement performance based increases/bonuses
- Coordinate Performance Evaluation System in ADP or other system.

Disciplinary Actions:

- Assist local supervisors in personnel management and disciplinary procedures.
- Ensure and conduct disciplinary actions in timely manner (verbal, written and termination).
- Implement terminations including termination letters and related documentation.
- Ensure exit interviews and follow-up on identified issues.

Claims Administration:

- Investigates accidents and prepares reports for insurance carrier in coordinate with staff attorneys.
- Coordinate with staff attorneys on unemployment process and responses. This includes the response and oppositions to unemployment claims.

- Coordinate with staff attorneys on workers' compensation claims. This includes the response and oppositions to such claims.

Personnel Issues:

- Ensure that NACA personnel policies are implemented and adhered to.
- Keep Informed of EEO, affirmative action guidelines and laws such as ADA.
- Review compliance reports for 401K and Section 125.

Other Duties:

- Directs and performs clerical functions such as updating records and managing personnel files.
- Outreach and evaluate vendors for Human Resources Department.
- Identify and address with management staff issues including but not limited to performance, time and attendance, dress code and other work issues.
- Maintains productive relationships with outside Human Resource vendors.
- Work with department directors, national staff and others to coordinate and implement human resource functions and activities.
- Participant and assist in national and local advocacy campaigns.
- Other duties as assigned.

B. TIME DEMANDS:

The H.R. Generalist must be able to meet the demands of the job that consists of 50+ hours a week. NACA reserves the right to modify the H.R. Generalist's work hours by changing hours and/or requiring weekend work. Such modifications may occur on short notice including during an existing shift.

- Typical day is 8:30 a.m. to 6:30 p.m.
- Other time as needed

C. COMPENSATION:

Given the responsibilities, this is an exempt position. The base pay is 40,000+ depending on experience, skills and performance. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities stated above, and Competencies and Skills stated below:

NECESSARY COMPETENCIES AND SKILLS:

The following requirements listed below are descriptive of the knowledge, skills and ability necessary to be effective as a H.R. Generalist. NACA requires at least three years (minimum) of job experience or in other settings demonstrating competence in these areas.

- Customer Service: H.R. Generalist must have a highly developed sense of integrity and commitment to customer satisfaction to NACA Members, staff and others interacting with NACA. S/he effectively delivers or supports the quality of service. Takes steps to understand customers' needs, anticipates and addresses them. Advocates for superior service with the handling of customer concerns in a sensitive and professional manner. This requires strong interpersonal skills to have NACA provide top-level customer focused services at all times. An H.R. Generalist must be aware of NACA's operations and activities and keeps up to date with on-going initiatives. This includes effective conflict resolution skills and directing in a fair and supportive manner. Ensures that human resources policies, procedures, and practices are consistently applied as well as the communication that occurs consistently with direct reports.
- Organizational Skills: H.R. Generalist must be detail-oriented and well organized, as well as able to work under pressure, prioritize, schedule and handle a fast-paced, challenging workload. He/she must also be able to handle and keep multiple tasks moving toward completion for multiple persons consistently and effectively including using electronic reporting and other tracking mechanisms.

- **Computer Skills:** Since NACA utilizes a computer-based paperless process, an H.R. Generalist must demonstrate strong computer skills, including data entry and manipulation, document scanning and other related skills.
- **Communication:** H.R. Generalist must be able to communicate effectively, as a speaker and a listener, both verbally and in writing – with the utmost sensitivity to confidentiality. He/she ensures that communication with staff and others are understood and who routinely promotes open communication by seeking and providing feedback for the betterment of individuals.. Since he/she works with private information, there must be a ‘need to know’ work ethic. An H.R. Generalist must also be an educator who appropriately persuades and influences, and who readily shares information or knowledge needed by others. He/she must utilizes communication technology appropriately and only for business purposes.
- **Professionalism:** H.R. Generalist adhere to direction as presented by the H.R. Director and other management, adjust to changes on short notice, work diligently to achieve goals, take responsibility for own actions/work product, be amenable and perform all job duties as assigned, and be able to work flexible hours as dictated by work volume. He/she must, at all times, treat others fairly, consistently, and with dignity – regardless of the difficulty of the situation – in a manner that displays clear professional boundaries. An H.R. Generalist must also demonstrate courtesy, consideration and appreciation for others (please and thank you) and always be ready to resolve conflicts constructively, directly and personally. An H.R. Generalist must further demonstrate dependability and the ability to work both independently and on a team in a diverse environment – with an understanding of his/her own strengths and weaknesses as well as when to seek assistance.
- **Time Management:** H.R. Generalist must manage time effectively. Due to the time sensitivity of human resources issues it is important to create a “time tracking” system as not to avoid tasks and complete duties in a timely manner within specified time limits and in an accurate manner. This includes being dependable and able to work independently.
- **Team Focused:** H.R. Generalist must demonstrate energy, enthusiasm and dedication to NACA’s mission of neighborhood stabilization and advocacy. An H.R. Generalist needs to work cooperatively with staff across the organization and it is of utmost importance that s/he is able to work well in teams and that s/he is viewed as being accessible to all. S/he understands one’s role on the team and contributes towards its success. Places the team’s ahead of one’s own. In addition, an H.R. Generalist needs to bring new ideas and positive energy and always actively support decisions once they are made.
- **Positive Leadership:** H.R. Generalist must lead and influence others by example – taking pride in his/her job, remaining open to new ideas and demonstrating a “can do” attitude particularly when challenged by obstacles or opposing views. S/he demonstrates dedication to NACA’s mission and vision with a clear understanding of the financial implications of one’s actions. Contributes to the organization’s overall success and is willing to act upon new ideas or trends. Takes care to preserve and protect it assets. Ensures that services are responsible, appropriate and cost effective. He/she must perform duties in a manner that results in meaningful and positive outcomes by being flexible, soliciting feedback from his/her colleagues, offering constructive criticism and implementing plans for self-improvement. Viewed by others as approachable. An H.R. Generalist maintains a positive work environment while remaining alert to potential risks, concerns and violations. S/he will take action to report these to the appropriate national manager(s) including NACA’s CEO with the understanding that they affect the organization which requires such reporting and cannot be considered as “throwing someone under the bus”. He/she must further conduct him/herself by strictly adhering to established internal guidelines as directed by NACA’s management and CEO.

QUALIFICATIONS:

A. **EDUCATION:**

- a. B.A. or B.S.
- b. Human Resource training
- c. PHR Certification encouraged
- d. Graduate work in Human Resources – Preferred

B. EXPERIENCE:

- a. Three years or more of human resource experience
- b. Two years or more in recruiting
- c. Compliance or benefit administration experience – Preferred
- d. Managing a human resources functions/department - Preferred
- e. Management or supervisory experiences - Preferred
- f. Mortgage and real estate experience and/or knowledge - Preferred.

C. LICENSES & CERTIFICATIONS:

While licenses are not required, human resources licenses and certifications are encouraged since they demonstrate important knowledge and credentials. NACA will consider preferences in hiring and higher compensation for such staff. As a NACA employee, it is encouraged to obtain and maintain relevant human resource training, certifications and licenses.

D. CANDIDATES AND APPLICATION PROCESS:

Candidates fluent in Spanish and other languages and minority candidates are encouraged to apply. All applicants must complete an in-depth application on-line in the jobs section at www.naca.com.