



Job Title: Human Resource Specialist
Department: Human Resources, Executive Office
FLSA status: Non-Exempt
Reports to: Senior Director of HR, Human Resources
Essential Status: Non-essential

Position Summary:

The Human Resource Specialist will provide compassionate, engaging, and innovative day to day support to assigned areas and business partners as it applies to people and culture experiences and operations including team member recruitment, onboarding, engagement, development, benefit coordination, LOA, performance., Ensure applicable state and federal HR compliance while also looking for opportunities to innovate and set an example as it relates to continuous quality improvement.

Position Duties & Responsibilities:

In a manner consistent with supporting The Arc NCR Mission Statement the Human Resource Specialist, shall do the following:

Quality Support

- Support HR Business Partners with day-to-day HR operations
- Serve as the backup point of contact for team member questions queries such as SNS, EL, PTO, W2s, leaves of absence, initial payroll questions, Self-Services questions, etc. via phone, chat, or email
- Ensure ongoing compliance with required agency/state/federal training requirements for all team members
- Actively support business partners with sending, obtaining, and processing driver alerts and lighthouse investigation documentation
- Track, monitor, and report on applicable data ensuring continuous quality improvement, overall compliance with policy, procedure, and state/federal requirements
- Foster collaboration with all agency departments to ensure they have the supports they need from HR to bring our mission to life
- Maintains team member files and records in electronic (HRIS) and paper format

Quality Team Members

- Manage the administrative tasks associated with the onboarding/offboarding process, including new hire/exit paperwork, emails, system updates, contacting payroll, IT and sending paperwork as needed
- Support Business partners and HR AD in coordinating events, meetings, and team member communications
- Facilitate all team member status changes and transitions



- Administrative support for orientation and ongoing team member engagement and development with tasks such as new hire paperwork, materials, generating log in information, managing LMS system, notification of med errors, etc.
- Promote, track, and process applicable DSP and FLS badge program participation
- Support Business Partners administratively with performance improvement plans ensuring compliance
- Assist in open enrollment and benefit management for team members
- Assist in maintaining the integrity and compliance of the agency's HR system, document management, and other applicable platforms to support the work of the department including cross-program collaboration within the system

Financial Excellence

- Support development and implementation of the agency's wellness funds ensuring integrity with health/wellness and good stewardship of funds
- Collect and use data to recommend innovative and efficient policy and procedure recommendations
- Support HR efforts around determining, communicating, and engaging team members around pay structure, performance-based bonuses, and COLA's.
- Ensure new hires receive benefits enrollment guide, assist with benefit elections, and communicate changes to the plans.
- Coordinate 403b audit resolutions and benefit elections

Other duties as assigned

- Support the development of all team members within the organization
- Special projects

Essential Skills and Core Competencies

To perform the job successfully, an individual should demonstrate the following skills and core competencies:

Communication

- Supports collaborative and engaging communication that fosters relationship development
- Provides professional written, spoken, and non-verbal communication that serves as model for others
- Ensures communication is understandable based on the audience
- Ensures communication of best practices and policies is efficient and consistent throughout the agency
- Summarizes complex situations to various audiences

Build Collaborative Relationships

- Models' relationship building as a starting point for engagement
- Support the principles of diversity, equity, and inclusion



- Understand our mission and the collaborative role we all play in bringing it to life
- Recognizing and working through conflict in a respectful manner ensuring the dignity and respect of all parties

Results Oriented

- Leads with identified strengths
- Maintain commitment to continue quality assurance within department and agency
- Manages and balances competing priorities to ensure deadlines are met
- Utilize data to make supportive decisions
- Understanding of general human resources policies and procedures
- Good knowledge of employment/labor laws

Self-Accountable

- Initiates responsibility for actions whether advantageous or disadvantages of oneself/team
- Executes ownership of role and responsibilities as needed in all situations
- Self-assess for potential partiality on a regular basis

Flexibility

- Facilitates change management proactively and positively
- Identifies areas of improvement proactively and presents applicable solutions
- Identifies and mitigates risk

Organizational Participation

- Embodies the mission and values of the agency and encourage others to as well

Analytical Problem Solving

- Provides innovative solutions in alignment with the mission of The Arc NCR.
- Administers proactive measures to alleviate problems.
- Engages and collaborates with necessary stakeholders to conceive solutions
- identifies potential risk of bias when determining solutions to problems

Education, Training and Experience:

- High School Diploma required, Associates or Bachelor's degree preferred
 - 1-3 years administrative experience
 - 1 year of Human Resources experience preferred
 - Skilled in Microsoft Word and Excel
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Physical Demands and Work Environment:

The physical demands described below are representative of those that must be met by a team member to successfully perform the essential functions of this position. Reasonable accommodation



may be made to enable a qualified individual with disabilities to perform the essential functions of this position.

Physical Demands

While performing the duties of this position, the team member will be expected to operate successfully certain office equipment but not limited to desktop PC, laptop computer, printers, scanners, and copiers. A team member in this position must be able to lift to 25 pounds, demonstrate approved physical intervention techniques (Mandt training methods) and demonstrate CPR.

A team member in this position will be required to maintain records related to the position. They will be required to have sufficient mobility to attend meetings inside and outside the office; They will be required to have sufficient fine motor skills to use a keyboard and telephone, handle, manipulate and retrieve documents pertinent to the position. This team member is required to hear (with or without hearing devices), speak (with or without associated devices), and see (with or without corrective lenses).

A team member in this position will be required to travel occasionally for business purposes in the local community.

Other Requirements

- Access to reliable transportation
- Active valid driver's license and driving record that has no more than two (2) points.
- Maintenance of all required trainings under DDA guidelines and The Arc Northern Chesapeake Region policies and procedures
- Flexibility of scheduling to meet agency and program needs

About The Arc Northern Chesapeake Region: *For 70 years, The Arc Northern Chesapeake Region has helped people with intellectual and developmental disabilities build better lives one person at a time. We provide support services and advocacy to 400 adults and children and their families in Harford and Cecil Counties. The Arc supports people with intellectual and developmental disabilities to create lives that mirror yours and mine: students attending neighborhood schools, adults going to work and living in their own homes, and individuals enjoying the social and recreational opportunities in their communities. We are a private, non-profit local chapter of The Arc of Maryland and The Arc of The United States, the largest volunteer organization in the world devoted exclusively to improving the quality of life for all adults and children with developmental disabilities. The Arc Northern Chesapeake Region is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*