Job Description

Purpose of Position
A Human Development Generalist works to support the Oryana staff lifecycle – the hiring process, including onboarding and training; the current employee, including payroll, benefits, training, safety, leave management and employee relations; and the separation process.

Essential Functions of all Oryana Positions
- Provides exceptional customer service to internal & external customers, both in person & via phone:
  - Responds promptly and honestly to customer inquiries.
  - Greets customers with a smile and friendly demeanor.
  - Communicates respectfully.
- Wears any Oryana required uniform (nametag, apron, chef coat, etc.) so as to be easily identifiable to customers and able to work safely (hair covering, closed toed shoes, etc.)
- Asks for help from co-workers and provides help to customers and co-workers as needed.
- Works efficiently and safely.
- Takes initiative and works as a part of a team.
- Approaches work with a positive attitude.
- Collaborates with others to find solutions and accepts solutions once determined.
- Continues to learn and develop knowledge as it relates to the position, co-op, and industry.
- Demonstrates regular and dependable attendance.
- Follows department procedures and SOPs.

Essential Functions of Human Development Generalist Position
- Maintains knowledge of legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.
- Collaborates with other members of the Human Development team to fulfill HD functions.
- Administers payroll process in conjunction with our current payroll service provider. This includes ensuring timecards are approved, employee changes are processed, and reports are submitted to Finance in a timely manner. Manually calculates pay changes, retroactive pay, and PTO as needed.
- Administers the time clock system and employee leaves; serves as the go to person for all questions regarding the time clock system and all types of leave – PTO, bereavement, jury duty, FMLA, etc.
- Provides training and support for managers in scheduling and timecard approval.
- Contacts applicants via phone or email to acknowledge receipt of application.
• Works in conjunction with hiring managers to recruit, interview, and select employees to fill vacant hourly positions as needed. Researches and uses appropriate online job posting sites and participates in job fairs.
• Conducts new employee orientation to foster great beginnings of employment and positive attitude toward company goals.
• Responds to inquiries regarding policies, procedures, and programs.
• Investigates accidents and prepares reports for insurance carrier; serves as the employee contact for any workers’ compensation issue. Tracks data regarding employee and customer injuries, compiles data for reports to Safety Committee, management, and staff (when appropriate) and for corrective action.
• Facilitates Oryana’s Safety Committee by scheduling meetings, creating agendas, leading the meeting, compiling meeting notes, tracking team progress and projects, and participating in regular store safety training.
• Coordinates Forklift Safety training and recertification in conjunction with the Grocery Operations Manager and Forklift Trainer(s).
• Serves as Safety Administrator for store: maintains workers’ compensation and safety files, tracks data, and contributes monthly safety article to staff newsletter. Coordinates with Leadership and Operations Teams to take proactive steps in store safety and corrective action to hazards. Keeps abreast of safety topics via OSHA, MIOSHA, and other safety organizations. Attends Operations and Leadership Teams meetings as needed to communicate safety topics.
• Provides regular safety updates to the Store Operations Managers.
• Maintains employee files.
• Maintains knowledge of all employee benefit plans and is able to introduce benefits to newly eligible staff. Answers basic benefit questions and researches (or refers) in depth benefit questions. Produces reports from payroll system to support benefit function.
• Counsels managers and employees on any of the HD functions, performance improvement actions, or employee relations topics so that timely action is taken. This may include participating in/supporting employee relations conversations (including performance improvement action and termination of employment) and/or elevating the issue to the Human Development Manager.
• Supports Oryana University by facilitating at least one class per year.
• Other duties may be assigned.

Additional Functions of Human Development Generalist Position
• Supports operations by answering the phone, bagging groceries, and providing general customer service support as needed.

Essential Knowledge, Skills and Abilities
• Computer skills, including intermediate working knowledge of MS Excel.
• Detail oriented with a problem-solving mindset.
• Ability to handle confidential information.
• Ability and willingness to work a flexible schedule to be able to interact with all staff, including the ability to work at both stores.

This job description is a general description of job functions. It is not intended to describe all duties someone in this position may perform. All employees of Oryana are expected to perform tasks as assigned by leadership, regardless of job title or routine job duties. Oryana reserves the right to revise this job description at any time and to require employee to perform other tasks as circumstances or conditions of its business operations or work environment change.
Preferred Knowledge, Skills and Abilities

- PHR or SHRM-CP certification.
- 1 – 3 years of human resources experience.
- Experience processing payroll.

Physical Demands and Work Environment

- Ability to regularly move/transport up to 10 lbs., and occasionally up to 25 lbs.
- Ability to maintain a stationary position.
- Ability to move in between different areas of the building, including stairs and ladders.
- Ability to observe customer/co-worker needs; product defects/irregularities; and potential hazards.
- Ability to operate equipment including a phone system, computer, and box cutters.
- Ability to communicate and exchange information, including the ability to collect/record information.
- Regular exposure to common food allergens.