

HR Generalists are responsible for performing a wide range of duties to promote the work performance and well-being of employees. HR Generalists partner with various stakeholders to ensure that the workforce remains motivated and aligned to support the overall mission of the organization. They carry out a variety of responsibilities related to benefits administration, employee relations, onboarding and training, and policy implementation.

### Example positions

Employment Coordinator, Employment Representative, Employment Specialist, Human Resource Coordinator, Human Resources Generalist, Human Resource Specialist, Personnel Coordinator

## COMPETENCIES

**Information seeking** – They are driven by an underlying curiosity and desire to know more about things, people, or issues. This involves going beyond routine questions and includes digging or pressing for exact information, resolving discrepancies by asking a series of questions, or conducting less-focused environmental scanning for opportunities or miscellaneous information that may be used in the future.

**Service focus** – They place great emphasis on creating customer loyalty by ensuring the highest value of service is always provided and by delivering on commitments to the customer.

**Active listening** – HR Generalists enhance mutual understanding in communicating with others by expressing genuine interest in the content and meaning of others' messages. They ask clarifying questions to ensure understanding and to get more information, and they rephrase what is said to check meaning and interpretation.

**Professionalism** – They meticulously adhere to values such as courtesy, respect, honesty, and responsibility in all dealings with peers, managers, customers, partners, members of the community, and other stakeholders.

**Global mindset** – Individuals who exhibit this competency value and manage cultural differences and consider diversity of thought as an asset to leverage.

**Coaching and developing** – HR Generalists provide quality time and planned commitment to direct reports as well as processes and opportunities for them to understand their strengths and limitations in relation to a range of high-quality and relevant Competencies.

**Organizational citizenship** – Individuals who exhibit this competency focus efforts toward the common good; place the organization's goals before individual, functional, or business unit goals; and demonstrate the desire to be a part of something that extends beyond their own self interest.

**Continuous learning** – They take responsibility for their own learning and professional development. They are objectively aware of the knowledge and skills required to grow in their career, actively seek out professional development resources to address knowledge and skills needs, and exhibit the personal discipline to accomplish learning goals.

**Communicating** – They provide the information required by others in a concise, direct, and unambiguous way. They strive to ensure that the receiver clearly understands the specifics of their message, and they are able to listen to, receive, and understand messages conveyed by others.

### Representative behaviors

- Reviews all work to ensure completeness and accuracy
- Uses a system to ensure routine work activities are completed on a regular basis
- Acts in accordance with policies, procedures, and guidelines
- Stays on top of concurrent tasks and activities effectively
- Stays on top of open issues and opportunities in order to drive them to closure
- Makes decisions and acts in ways that adhere to one's own principles and reinforce the company's mission and values



### JOB MODEL

Leading	Active Communication	Interpersonal Dynamics	Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberate Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	<b>Service Focus</b>	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	<b>Active Listening</b>	Relationship Building	<b>Organizational Citizenship</b>	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	<b>Communicating</b>	Collaboration and Teamwork	<b>Information Seeking</b>	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		<b>Global Mindset</b>			Planning and Priority Setting	Initiating Action
<b>Coaching and Developing Others</b>					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	<b>Professionalism</b>
Fact-Based Management						<b>Continuous Learning</b>
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity