



**Code: 1308**  
Family: Human Resources  
Service: Administrative  
Group: Statistical, Technical, and Analytical  
Series: Personnel

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## **CLASS TITLE: HUMAN RESOURCES GENERALIST - DHR**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, provides professional Human Resource (HR) services and support to professional HR staff within the Department of Human Resources (DHR) for the development, implementation, and delivery of human resource programs, services and activities, and performs related duties as required.

As generalists, positions are assigned to work in various functional areas within DHR, including but not limited to: Recruitment and Employment Processing, Classification and Compensation, Test Development and Administration, Training and Organizational Development, EEO/Diversity/Reasonable Accommodation, Employee Relations, and HR Management.

### **ESSENTIAL DUTIES**

#### **Recruitment and Employment Services**

- Assists Recruiters in tasks relating to the employment hiring process to ensure full compliance with the requirements of the City's Hiring Plan and federal requirements
- Gathers and reviews, for accuracy and completeness, forms and other required paperwork for inclusion in employee hiring packages
- Provides information and responds to inquiries from HR personnel in operating departments, City employees, candidates and the general public regarding the City's employment hiring process, guidelines, procedures, and processes
- Represents DHR at various community events and job fairs and prepares materials and presentations for distribution
- Investigates and drafts initial responses to applicant appeals regarding the recruitment system, minimum qualification determinations, and the selection process

#### **Classification and Compensation**

- Assists in developing and conducting salary and compensation surveys
- Uses Microsoft Excel software to assist in the preparation of various databases for the completion, analysis and presentation of job, benchmark and compensation survey data
- Assists in the maintenance and annual publication of the Classification and Pay Plan

#### **Test Development and Administration**

- Assists Testing Specialist in researching and developing testing materials
- Assists in scheduling and administering tests for prospective employees, as required

#### **Training and Organizational Development**

- Works with Training and Development Analysts in planning and scheduling training programs
- Coordinates and participates in the research, development and delivery of employee training programs (e.g., new employee orientation)

#### **EEO/Diversity Office/Reasonable Accommodation**

- Works to coordinate the administration of Citywide HR Programs (e.g., Violence in the Workplace, Sexual Harassment, Reasonable Accommodation)

- Works with the Disability Officer in providing information to and interpreting the City's Reasonable Accommodation (RA) policies to employees
- Receives and reviews requests for accommodations, including medical documentation, to ensure program requirements are met
- Meets with employees to discuss the RA and reassignment program
- Researches and identifies possible accommodations that will comply with employees medical restrictions and makes recommendations to the Disability Officer
- Assists in compiling and maintaining statistical data for the preparation of EEO reports
- Assists in the review and assignment of EEO categories to class titles

### **Employee Relations**

- Researches grievances, complaints and other workplace issues; conducts fact finding interviews and prepares reports on findings; and provides recommendations for resolution of issues to supervisor
- Provides information and interpretation of the City's Personnel Rules and DHR programs, policies and procedures to individuals in response to inquiries and complaints
- Assists in researching and preparing informational materials and internal employee communications regarding the City's HR policies, programs and personnel rules

### **HR Management and Policies**

- Acts as a resource with operating departments on various HR/personnel policies, procedures, standards and regulations and laws
- Advises new personnel liaisons on City policies and procedures covering all HR functional areas
- Works with DHR staff on various special projects and assignments requiring the application of research, analytical and writing skills
- Maintains and updates human resource documents, such as departmental organizational charts, forms and HR policy documents

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Human Resources Management, Business Administration, Public Administration or a directly related field, plus one year of human resources experience.

### **Licensure, Certification, or Other Qualifications**

- None

## **WORKING CONDITIONS**

- General office environment

## **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- City's collective bargaining units, agreements, and grievance process
- personnel administration principles, policies, practices, and techniques
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules and regulations

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- INITIATIVE – Demonstrate willingness to take on job challenges
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

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The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
September, 2016