

TURNAROUND, INC.
Job Description

Job Title: HR Generalist

Department: Human Resources

Reports To: Director, Human Resources

Classification: Exempt

Location: Towson, MD; In-person/Hybrid

Salary Range: \$55,000 - \$65,000 (based on education and experience)

Job Summary

The HR Generalist works collaboratively with the HR Director and Recruiter to support the full spectrum of human resources functions. This role plays a key part in maintaining a supportive, equitable, and mission-driven workplace by assisting with employee relations, onboarding, compliance, benefits administration, and recruitment efforts. The ideal candidate is a team-oriented HR professional who thrives in a collaborative environment and brings sensitivity to trauma-informed workplaces.

Key Responsibilities

General

- Partner closely with the HR Director to implement HR strategies, policies, and initiatives that align with organizational goals.
- Collaborate with the Recruiter to support full-cycle hiring, including job postings, candidate coordination, onboarding, and workforce planning.
- Assist in onboarding and offboarding processes to ensure smooth and welcoming employee experience.
- Ensure job descriptions are up to date, signed and maintained.
- Assist in the development and implementation of policies and procedures.
- Provide support to employees with various HR questions such as vacation and sick leave accruals, compensation, etc., and assist in resolving any issues that may arise.
- Maintain accurate and confidential employee records and HR systems. Maintain employee benefits, calendar, forms, and handbook folders on SharePoint or other networks as appropriate.
- Ensure TurnAround's compliance with federal, state, and local employment laws with guidance from the HR Director to include unemployment claims, mandatory notifications, etc.

- Assist in performance management processes, including tracking evaluations and supporting employee development initiatives.
- Help coordinate staff training and professional development.
- Enhance job satisfaction by resolving issues promptly, applying new benefits, and assisting in organizing team building events.
- Support TurnAround's mission and strategic objectives and uphold TurnAround's values and culture.
- Support HR reporting, audits, and tracking of key metrics.
- Performs other related duties as assigned.

ADP Systems & HR Operations

- Maintain and update employee demographic and employment information within the ADP system.
- Support implementation, configuration, and ongoing administration of ADP modules, including onboarding, performance and talent management.
- Ensure accuracy, integrity, and confidentiality of HR and payroll data.
- Run, analyze, and distribute standard and ad hoc HR reports from ADP for audits, compliance, and workforce planning.
- Troubleshoot basic system issues and coordinate with ADP support or internal stakeholders as needed.
- Participate in HR system upgrades, testing, and process improvement initiatives.

Payroll

- Work closely with the payroll administrator for timely and error-free processing of payroll.
- Support payroll processing by validating employee data and assisting with resolving discrepancies.
- Audit timecards for completion and accuracy to facilitate accurate payroll processing.
- Manage workflow to ensure all payroll transactions are processed accurately and in a timely way.
- Review, analyze and verify payroll reports and documents for accuracy; communicate and/or make necessary corrections or adjustments.

Benefits Administration

- Work closely with the department director to plan, develop, design, evaluate, implement, communicate and administer employee health and welfare programs.
 - Support benefits administration, including enrollments, updates, and employee communications.
 - In collaboration with the HR director, plan and execute employee communication programs using various media to keep employees informed about company benefit plans and changes.
 - Review and reconcile monthly health insurance invoices within stated timelines, and forwards to Finance for payment.
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Required Qualifications

- Bachelor's Degree in Human Resources, Business Administration, or related field. SHRM or HRCI certification desired.
- 3+ years of HR experience, preferably in a nonprofit or human services environment.
- Demonstrated experience working within ADP Workforce Now or other ADP platforms, ***highly desired***.
- Demonstrated ability to work collaboratively within a team-oriented HR structure.
- Excellent communication and interpersonal skills.
- Ability to manage sensitive information with discretion and professionalism.
- Ability to balance a heavy workload, address changing priorities and work well under pressure.
- Strong technical skills including proficiency in Microsoft Office (especially SharePoint, Excel and PowerPoint) and HRIS systems.
- Strong knowledge of HR practices and employment laws.
- Successful completion of state and federal criminal background checks and CPS clearance requirements.

LANGUAGE SKILLS

Ability to communicate clearly, professionally, and diplomatically, and interact effectively with candidates, hiring managers, employees, and external vendors.

REASONING ABILITY AND TECHNICAL SKILLS

Strong computer proficiency, including Microsoft Office, email, internet applications, and recruiting databases/ATS. Ability to exercise sound judgment, solve problems effectively, and seek supervisory guidance when appropriate.

WORK ENVIRONMENT: This position is in a standard office environment with potential for limited remote work with approval of direct supervisor.

TRAVEL: Occasional local travel.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Routine office mobility.
- Occasional lifting of boxes.
- Ability to comfortably speak for an hour or more.
- Sustained posture in a seated position for prolonged periods of time.
- Must have valid driver's license and utilize personal vehicle.

AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT:

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

[This job description is intended to describe the general nature and essential duties of the position. Duties, responsibilities, work assignments, and reporting relationships may be changed, added, or reassigned at any time based on program needs, operational requirements, funding availability, regulatory changes, or organizational priorities. TurnAround reserves the right to modify the position description as necessary to meet the needs of the agency and the individuals we serve.]