Georgia State University

Job Specification

Job Title: HR Generalist I

BCAT Code: 09TX25  Effective Date: August 1, 2007
Pay Grade: G12  FLSA Status: Non-Exempt  Revision Date: July 1, 2013

General Description
Serves as the first level telephone support for individuals contacting any departments in Human Resources (HR), Payroll, Benefits and Human Resources Information System (HRIS).

Examples of Duties
- Logs all inquiries in the Remedy Action Request System for tracking purposes.
- Evaluates the type and nature of concern and/or the request routes to the appropriate unit.
- Utilizes the information system for documenting the history and details of inquiries and their resolution.
- Maintains a customer service focus for all reported inquiries.
- Keeps up-to-date with trends in the HR profession.
- Consults with potential employees, former employees, staff, student and faculty, and provides guidance to address problems.
- Serves as liaison between the customer and the HR units.
- Assists with Electronic Personnel Action Form (ePAF) flows.
- Assists with websites and forms maintained for Payroll, Benefits and HRIS.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of office policies and procedures, basic computer operations and software, such as spreadsheets, databases, and word processing.
- Knowledge of HR procedures, policies, and activities.
- Knowledge of basic HR laws, policies, and procedures.
- Excellent customer service, time management, organizational and communication skills.
- Ability to multi-task and pay attention to detail.

Minimum GSU Hiring Standards
Bachelor’s degree in a related field and two years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.