

Goodwill of the Olympics & Rainier Region is a multi-million dollar retail and production operation with 34 stores in 15 counties, employing over 1,000 employees. We are a large and diverse non-profit organization with corporate offices in Tacoma, WA. We will serve over 4,000 disadvantaged and disabled individuals this year with jobs, job training and job placement. A career at Goodwill allows you to apply and develop your professional skills, while contributing to a mission that changes lives and communities.

The HR Generalist position at Goodwill of the Olympics & Rainier Region manages and troubleshoots incoming HR phone calls and inquiries; partners with managers to resolve employee relation issues; is responsible for recruiting and on-boarding new employees; and, manages special projects as assigned.

This position specifically supports Goodwill's retail team. A successful candidate will be able to occasionally travel to store locations in the Western and Central Washington areas and will possess a valid Washington state driver's license.

Essential Duties and Responsibilities

Recruitment and On-Boarding

- Collaborate with store managers on recruitment efforts for retail hourly employees
- Work with management on staffing strategies for retail management positions
- Write and place job posting advertisements
- Manage job requisition approval process
- Conduct initial screening and interviews
- Manage applicant tracking system for assigned departments
- Conduct new employee orientations and complete new hire paperwork

Employee Relations

- Work in partnership with managers on employee relations matters and investigations
- Assist managers in performance issues assuring proactive direction is taken to maintain and support employee improvement
- Partners with managers and Loss Prevention team on investigations

General Assignments and Special Projects

- Work with third-party consultant on unemployment claims and attend unemployment hearings as necessary
- Analyze data and prepare reports for management as needed
- Serve as Project Manager for special projects

- All other duties as assigned

Training

- Create and deliver employee and management training to meet compliance and company objectives

Supervisory Responsibilities: This job has no supervisory responsibilities.

Education and/or Experience: High school diploma or general education degree (GED); and at least 4 years related experience; or equivalent combination of education and experience. Experience in the retail industry a plus.

Attention to Detail

- Thoroughness in accomplishing a task through concern for all the areas involved.
- Monitors and checks work or information and plans and organizes time and resources efficiently
- Double-checks the accuracy of information and work product to provide accurate and consistent work
- Provides information on a timely basis
- Carefully monitors the details and quality of work
- Completes all work according to procedures and standards

Communication

- Effective oral and written communication skills, excellent interpersonal skills
- Shares information in a timely and high-quality manner which flows smoothly up and down
- Ability to openly express ideas
- Checks for understanding by asking open-ended questions

Organization & Planning

- Keeps track of activities completed and accomplishes stated objectives
- Keeps clear, detailed records of activities related to accomplishing stated objectives
- Sets priorities with an appropriate sense of urgency and realistic sense of time demand involved

Quality

- Produces result or provides service that meets or exceeds identified standards

- Show concern for quality, accuracy, and completeness of work activities
- Plans work activities in advance to insure that all assignments are completed in a timely manner
- Recognizes opportunities to improve quality and work processes and takes action to do so

Computer Skills

To perform this job successfully, an individual should have knowledge of HRIS software, Applicant Tracking Systems, and Microsoft Office products, specifically Word, Excel, and Outlook. (Intermediate to Advanced skills preferred.) PowerPoint experience desired.

Physical Demands: While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment: While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate.

To be considered for this opportunity, submit an on-line application along with a resume and letter of interest outlining your qualifications for the position to:

https://apply.hrmdirect.com/resumedirect/ApplyOnline/Apply.aspx?req_id=enc-16.6774706938016774&source=216477-CS-4996

All offers of employment are contingent on satisfactory results of a drug screening and criminal history background check.

At Goodwill, we welcome people with diverse backgrounds, including persons with disabilities or other disadvantages. In fact a substantial portion of our employees have a disability and/or economic disadvantage and we strongly encourage such persons to apply.

Candidates for this position may be asked to participate in a skill assessment for Word, Excel and Outlook.