

To preserve and enhance the quality of life for every generation with dignity and care.

"It is not about us; It is about the people we serve."

SUPERVISOR

Human Resources Director

CLASSIFICATION

Full Time - Hourly

40 Hours/Weekly

STARTING PAY RANGE

\$28.00 - \$34.50 Hourly

DOQ/DOE

LOCATION

In Office: Richland, WA

BENEFITS

- Medical, Dental, Vision Insurance
- HRA with Generous Company Reimbursement
- 12 Paid Vacation Days
- Paid Sick Leave
- 11 Paid Holidays
- 401 (k) with Company Match
- Employee Assistance Program (EAP)
- Public Loan Forgiveness (PSLF) Eligible Employer
- Same Day Pay Available/Tap Check Services
- 8 Paid "Floating Time Off" Hours
- 8 Paid "Employee Appreciation Day" Hours

ORGANIZATIONAL OVERVIEW

Generational Care is a nonprofit organization dedicated to enhancing the quality of life for individuals in their homes with dignity and compassionate care. Through its key programs, Home Care Services, Mid-Columbia Meals on Wheels, and Healthy Ages, Generational Care provides essential services such as in-home support for seniors, nutrition assistance, meal delivery to those in need, and healthy aging education. With a commitment to preserving independence and promoting well-being, the organization plays a vital role in serving the community and ensuring that older adults can age gracefully in the comfort of their own homes.

POSITION SUMMARY

The Human Resources Generalist is a hands-on HR professional responsible for supporting a broad range of Human Resources functions across Generational Care, including recruitment, employee relations, benefits, leave administration, workers' compensation, unemployment, safety, compliance, HR systems, employee records, reporting, and day-to-day HR operations.

This is not a position that simply processes what comes across the desk. We are looking for someone who takes ownership, asks questions, identifies what needs to be done, follows through, and looks for ways to make our HR processes stronger and more efficient.

The successful candidate will be comfortable moving between detailed administrative work and complex HR situations and will demonstrate sound judgment, initiative, confidentiality, adaptability, and a willingness to jump in wherever needed.

WHAT WE ARE LOOKING FOR

We are intentionally seeking an HR professional who:

- Is a go-getter who takes initiative, sees what needs to be done, and follows through from start to finish.
- Is curious, resourceful, and solutions-focused, with the ability to research, think critically, and look beyond the immediate task.
- Identifies opportunities for improvement and isn't afraid to challenge "the way we've always done it."
- Works independently while being a dependable, collaborative member of the HR team.
- Manages competing priorities with accuracy, urgency, flexibility, and strong organization.
- Remains calm and professional in difficult situations and demonstrates sound judgment, discretion, and confidentiality.
- Builds positive working relationships and provides responsive, consistent HR support.
- Is comfortable with technology, data, systems, and learning new tools.
- Is willing to jump in wherever needed and understands that great HR balances people, organizational needs, compliance, and good judgment.

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ESSENTIAL FUNCTIONS

Human Resources Operations & Employee Support

- Serve as an HR resource to employees and supervisors regarding policies, procedures, benefits, employment practices, and general HR matters.
- Support employee relations matters, workplace concerns, fact-finding, documentation, correspondence, and follow-up.
- Provide timely, professional, and accurate HR support while maintaining confidentiality of employee, applicant, client, volunteer, and organizational information.
- Assist the Human Resources Director with complex HR matters, special projects, and department needs.

Recruitment, Selection & Onboarding

- Coordinate recruitment and selection activities, including application review, candidate screening, interviews, employment verifications, references, background checks, driving-record reviews, and applicant correspondence.
- Support onboarding and ensure required employment documentation, including I-9 and employment eligibility requirements, is complete, accurate, and timely.
- Monitor recruitment practices and identify opportunities to improve efficiency, compliance, candidate experience, and hiring outcomes.

Employee Relations, Compliance & Leave Administration

- Support employee relations matters, investigations, corrective actions, complaints, and policy questions, escalating complex matters as appropriate.
- Assist with development, implementation, and consistent application of HR policies and procedures and compliance with applicable federal and Washington employment requirements.
- Coordinate and track employee leaves and accommodations, including FMLA, Washington Paid Family and Medical Leave, disability-related accommodations, and other applicable leave programs.
- Maintain accurate documentation, correspondence, records, and required deadlines.

Workers' Compensation, Safety & Unemployment

- Coordinate workers' compensation claims, incident documentation, communication, and return-to-work processes.
- Support safety and injury-prevention initiatives, including reviewing incidents and identifying trends and opportunities to reduce workplace injuries.
- Coordinate unemployment claims, responses, documentation, and hearings while ensuring applicable deadlines are met.

Benefits & Compensation

- Support administration of employee benefits, including enrollment, eligibility, qualifying life events, Open Enrollment, employee communication, and reconciliation.
- Conduct benefit eligibility and enrollment audits and work with employees, carriers, brokers, vendors, and payroll to resolve issues.
- Assist with compensation research, documentation, and related HR projects.

HRIS, Data & Records Management

- Maintain accurate employee records and HRIS data and conduct routine audits to identify and correct errors, inconsistencies, and compliance concerns.
- Research and resolve HRIS, workflow, and data issues and assist with system testing, upgrades, implementations, and process changes.
- Prepare standard and ad hoc reports, analyze HR data, and identify trends and opportunities for improvement.
- Maintain appropriate confidentiality, system access, privacy, and data security.

Process Improvement & Special Projects

- Evaluate HR processes and recommend practical improvements that strengthen accuracy, efficiency, consistency, compliance, and employee experience.
- Develop and maintain HR procedures, workflows, forms, checklists, instructions, and training resources.
- Take ownership of assigned projects and initiatives from research and planning through implementation and follow-through.
- Proactively identify issues, research solutions, and support HR audits, technology implementations, compliance projects, and other organizational initiatives.
- Perform other duties as assigned.

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SKILLS AND QUALIFICATIONS

- Strong working knowledge of Human Resources practices and employment-related compliance.
- Excellent written, verbal, interpersonal, and customer-service skills.
- Strong critical-thinking, research, analytical, and problem-solving skills.
- Ability to work independently, exercise sound judgment, and recognize when escalation is appropriate.
- Strong organization and time-management skills with the ability to manage competing priorities and deadlines.
- High level of accuracy, professionalism, discretion, and confidentiality.
- Strong technology skills with the ability to learn and troubleshoot HR systems.
- Proficiency with Microsoft Office, including strong working knowledge of Excel.
- Ability to gather, analyze, and present HR data and develop clear procedures, communications, and HR documentation.
- Bilingual in Spanish preferred, but not required.

WORKING CONDITIONS

This position is primarily performed in an office environment and requires frequent use of computers, phones, and other office technology. Physical demands may include prolonged sitting, standing, walking, repetitive hand motions, occasional bending and reaching, and occasional lifting or carrying of materials up to 25 pounds.

Occasional travel throughout Generational Care's service area may be required. The position may occasionally require work outside normal business hours based on organizational needs.

EDUCATION AND/OR EXPERIENCE

Required

- Bachelor's degree in Human Resources, Business Administration, or a related field; equivalent combination of relevant education and Human Resources experience may be considered.
- Minimum of three years of progressively responsible Human Resources experience.
- Working knowledge of multiple HR disciplines, which may include recruitment and selection, employee relations, benefits, leave administration, workers' compensation, unemployment, safety, HR compliance, compensation, payroll, and HR systems.
- Experience working with HRIS or other employee information systems.
- Demonstrated experience independently managing projects, processes, or HR responsibilities.

Preferred

- PHR, SHRM-CP, or other recognized Human Resources certification.
- Experience working in healthcare, human services, nonprofit, or another highly regulated environment.
- Experience working in a unionized environment.
- Experience with ADP or similar HRIS/payroll platforms.
- Experience with HR reporting, data analysis, process improvement, and system implementation.

CONTINGENCY OF EMPLOYMENT

- Acceptable background check and driving record
- Valid Washington State driver's license
- Proof of current vehicle insurance

APPLICATION PROCESS

Visit <https://www.GenCare.org/careers> to apply. A Generational Care application is required. A current resume is strongly encouraged and may be attached as supplemental information.

Open until filled. First consideration will be given to applications received by Friday, October 2, 2026 at 4:00 pm.