



Department of
Human Services

HR Generalist 3

Employee Relations

Job Location: Davidson County. (Hybrid)

Click [here to apply](#) by January 06, 2025

ABOUT POSITION

The Tennessee Department of Human Services is looking for an HR Generalist 3 to support the Employee Relations team, which is part of the Division of People Operations. The People Operations Division believes that people are our most important resource and make the mission possible. We are collaborative, supportive, solution-focused, and customer-centered. Our team supports our agency of approximately 4,000 employees across over 100 offices, serving Tennesseans in all 95 counties.

The HR Generalist 3 in Employee Relations reports to the HR Generalist 4 and supports all aspects of Employee Relations, including workplace complaints, disciplinary action, performance management, unemployment claims, employee issues, coaching, and facilitating compliance courses. This position serves as a leader and resource in coaching and problem-solving to employees across the entire agency.

RESPONSIBILITIES

- **Workplace Complaints:** The HR Generalist 3 will gather relevant information, and report concerns as appropriate, and serve as a resource for complaints related to harassment, discrimination, abusive conduct, violence in the workplace, as well as other policy violations, as well as support the investigative process.
- **Disciplinary Actions:** The HR Generalist 3 will support the disciplinary action process by providing guidance on appropriate levels of discipline, assist in drafting disciplinary letters, and supporting leadership and employees in the delivery of disciplinary actions.
- **Performance Management:** The HR Generalist 3 will support performance management by assisting in the development of performance goals, providing coaching to leaders on managing employees' performance, and providing resources and assistance in performance improvement.
- **Unemployment Claims:** The HR Generalist 3 will pull data and submit responses to the Department of Labor and Workforce Development for unemployment claims and will support unemployment appeal hearings as needed.

DHS MISSION:

Strengthen Tennessee
by Strengthening
Tennesseans

DHS VISION:

To revolutionize the
customer experience
by growing capacity to
reduce dependency.

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Click [here](#) to find out
more about unique
benefits:

- Pension
- 401K Match
- Family Tuition
- 12 Paid Holidays
- Career Mentoring
- Emotional Health/Wellness Programs

TARGET RANGE:

\$54,204 - \$67,656

The directly related
experience, knowledge,
skills, and abilities of the
selected candidate will
determine the actual
salary offer.

- Employee Issues: The HR Generalist 3 will serve as a resource to employees across the Department by assisting in problem-solving for employee issues to all levels of employees.
- Coaching: The HR Generalist 3 will provide coaching to the workforce regarding all areas of employee relations, serve as a resource, offer solutions, and support in next steps.
- Facilitation of Compliance Courses: The HR Generalist 3 will be responsible for facilitating compliance courses such as Respectful Workplace, Writing SMART Goals, Supervisor Essentials, Employee Essentials, and more to the agency throughout the year.

QUALIFICATIONS

- Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to three years of professional human resources work.
- Substitution of Education for Experience: Additional graduate coursework in human resources administration or other related acceptable fields may be substituted for the required experience, on a year-for-year basis, to a maximum of one year.
- Substitution of Experience for Education: Qualifying full-time professional or paraprofessional human resources experience may be substituted for the required education on a year-for year basis to a maximum of four years.

Preferred qualification:

- Employee Relations experience preferred.
- Must be able to demonstrate the ability to foster teamwork and progress toward a stated vision with a large-scale workforce.
- Must have exceptional written and verbal communication skills, including presentation and public speaking skills.
- Must possess a strong emotional intelligence that aids in successful interpersonal/professional relationship.