



ECHO Job Description

Job Title:	Human Resource Generalist
Department:	Operations and Organizational Culture
Date Created/Revised:	December 15, 2024
Starting Salary	\$62,000 - \$75,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Human Resource Generalist plays a vital role in supporting the human resource functions within Ending Community Homelessness (ECHO). This position is responsible for supporting the Human Resource (HR) Director in a wide range of activities, including, but not limited to, recruitment, employee relations, performance management, training and development, benefits administration, and compliance related to labor laws and regulations. This person must be exceedingly well organized, flexible, must possess excellent attention to detail, is able to work independently while remaining open to guidance, and possess a commitment to maintaining confidentiality and discretion in handling sensitive information. The HR Generalist serves as a trusted resource for employees and managers, providing guidance and support in all HR-related matters.

**Reporting Structure:**

This position reports to the Human Resource Director.

Essential Job Functions:

- Manage the hiring process, including writing advertisements, posting internal/external open positions, coordinating new hire orientation, conducting background checks, and drafting offer letters.
- Assist in mid-scale HR initiatives, including the design of new recruitment tools and the evaluation of PEO vendors, to enhance our overall HR strategies and operational effectiveness
- Manage our Professional Employer Organization (PEO) system (Trinet) by processing new hires and terminations in a timely manner. Assisting managers/ employees with inquiries and generating reports as needed by department leaders.
- Collaborate with the HR Director to develop and implement a training program that aligns with ECHO's goals, objectives, and budget.
 - Research internal training and professional development opportunities for ECHO to pursue staff education regarding best practices in their specialized program areas, as well as with respect to general needs such as management training, aimed at minimizing staffing liabilities, fostering a collaborative work environment, and influencing the culture of the organization to include Diversity, Equity, and Inclusion plans and strategies.



- Center training opportunities that advance ECHO's values and Strategic Plan Priorities, with specific focus on racial equity and inclusion.
- Create and maintain training materials such as manuals, guides, and online resources, with an eye toward cost efficiency and training excellence.
- Develop and maintain a training depository system.
- Participate on ECHO and/or HR related committees as assigned by Director of Human Resources.
- Assists with developing and delivering all-staff trainings.
- Lead the Employee Appreciation Team, employee appreciation initiatives, including work anniversary and birthday tracking and recognition, as well as planning staff events such as holiday parties and general team-building activities.
- Secure and maintain employee personnel files and information such as personal data, compensation, job descriptions, performance reviews, promotions, extended leave, disciplinary, and hire and termination letters; per federal guidelines.

Minimum Qualifications & Experience:

- Four (4) years of applicable education, volunteer and/or HR work related experience to perform the listed duties successfully. Lived experience may be substituted for work experience up to a maximum of two (2) years.

Preferred Qualifications and Experience:

- 4+ years of experience as a Trainer/Facilitator
- In-depth knowledge of HR management principles, employment laws, and HR best practices.



- 4 years of experience with Microsoft suite.
- Verbal communication skills, including communicating effectively with individuals by listening effectively and answering questions effectively and appropriately.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Physical Demands:

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.



Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Please Note: Relevant volunteer/lived experience will be counted towards an offered salary.

Diversity, Equity, Inclusion & Belonging Statement:

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. We are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial equity, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized



communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter to:

- Tonya Thomas, HR Director: tonyathomas@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date