

Child Care Solutions, Inc.
Position Description

Team: Administrative	Title: Human Resource Generalist Status: Non-Exempt	Date: February 2026
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Reporting relationships:

Reports to: Executive Director
Supervises: N/A

Summary Description:

Human Resources Generalist supports all aspects of Child Care Solutions human resources, ensuring compliance with employment laws, promoting a positive and inclusive workplace culture, and supporting staff who serve children, families, and early childhood providers. This role manages day-to-day HR operations while aligning HR practices with the agency's mission and values.

Essential Functions:

1. Act in accordance with the agency's mission, visions, and values.
2. Coordinate recruitment of agency staff, including job postings, screening, interviews, and hiring.
3. Facilitate onboarding and orientation for new employees, ensuring completion of required documentation and HR training.
4. Initiate benefit enrollment, benefit plan documentation and execute open enrollment forms, including health insurance, retirement plans, leave, and wellness initiatives.
5. Assist in the administration of Leave of Absence documents and information to employees, including but not limited to PFL and ADA.
6. Manages and documents employment-related risk and compliance matters, including misconduct investigations, unemployment insurance responses, return-to-work coordination, disability documentation, and leave of absence reporting.
7. Provide assistance with unemployment claims and employment verification requests.
8. Support workforce development initiatives related to early childhood professionals.
9. Serve as a point of contact for employee questions regarding policies, benefits, and workplace concerns.
10. Support supervisors with performance management, coaching, corrective action, and conflict resolution.
11. Ensure supervisors complete the 90 day and annual evaluation for their direct reports.
12. Update the employee handbook annually.
13. Maintain personnel files and HR records in compliance with federal, state, and local regulations.
14. Conduct exit and annual stay interviews and analyze data to identify trends related to employee retention, engagement, and turnover.
15. Ensure compliance with employment laws, licensing requirements, grant requirements, and agency policies.

16. Assis with compensation planning, compensation guidelines, and pay equity efforts.
17. Assist in developing, updating, and implementing HR policies and procedures.
18. Coordinates agency-wide evaluation plan and quality assurance initiatives.
19. Support agency-wide initiative related to diversity, equity, inclusion and belonging (DEIB).
20. Participates in outreach efforts to inform the community, including business and human services agencies, about Child Care Solutions and its services.
21. Participates in agency Management Team planning and problem-solving as needed.
22. Promote a respectful, inclusive, and trauma-informed workplace culture.
23. Identifies and works in collaboration with community groups and organizations that support our mission.
24. Represents Child Care Solutions in the community.
25. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Minimum Bachelor's Degree in Human Resources, Business Administration with a concentration in Human Resources, Public Administration, or related field. HR certification a plus.

Knowledge: Requires knowledge of employment laws and HR best practices. Familiarity with HRI System.

Experience: Requires minimum of 2-4 years of human resources experience. Experience in nonprofit, social services, or early childhood organization preferred.

Competencies: Strong organizational, communication (effective oral and written), and interpersonal skills. Ability to handle confidential information with discretion, highly proficient in use of MS Office, MS Excel, and other technology, ability to manage data and deliver outcomes for complex projects, knowledge of child care best practices and operations and knowledge of community resources, strong customer service skills and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

Level of responsibility: Works with little direct supervision, exercises high degree of discretion and independent judgment

Working Conditions:

Schedule: Requires flexibility, some evening and weekend hours

Environment: Agency's Syracuse and Auburn office

Travel: Limited local travel to meetings, some regional meetings, some travel within NY State, infrequent out-of-state travel to conferences

Customer Responsibilities and Contacts: Serve as the primary HR contact for all Child Care Solutions employees regarding policies, benefits, compliance, and workplace concerns. Some contact with community partners, benefits brokers and insurance carriers.

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Moderate physical exertion: Occasional lifting of up to 45 pounds

Salary Grade: 5

Salary Range: \$52,620-\$63,352

Hours: 30 hrs./week

Employee Signature: _____ Date: _____

Executive Director Signature: _____ Date: _____