

## Who We Are:

ExtensisHR, one of the largest Professional Employer Organizations (PEOs) in the U.S. with client employees in all fifty states, is looking for talented people to join our team. If you want to contribute your talents, make a bigger impact, and be part of the growing PEO & HRO industry, we are interested in talking to you. Our renowned industry leadership in customer service starts with our people. You can contribute to delivering on our brand promise of helping organizations succeed through our people-first approach in solving customer's ever-evolving HR needs. Our HR offerings include personalized services for HR, employee benefits, payroll and taxes, employer risk, compliance, and employee management. Today, we manage over \$3 billion in employment-related costs annually—and we are growing every day.

For more information about the company visit [www.ExtensisHR.com](http://www.ExtensisHR.com).

## What you'll do:

### Client Management

- Deliver the full suite of human resources services to assigned client owners, influencers and decision makers and become the essential go-to person for HR and Company level benefits matters.
- As the initial point of contact for worksite administrators, field and resolve escalated client inquiries related to payroll, benefit and policy questions.
- Concierge solutions from other departments to facilitate timely resolutions to client requests.
- Proactively manage core compliance services, inclusive of scheduling and tracking Harassment Free Workplace Online Training; guide clients in effective implementation of HR policies and Employee Handbook.
- Support clients in driving strategic HR objectives in the areas of performance management, compensation planning, role definition, talent acquisition, organization structure, training and development.
- Play a key role in new client onboarding of assigned new client companies. Work closely with Extensis sales, operations, payroll and benefits departments.
- Maintain new and existing relationships with the assigned group of clients to drive and enhance client loyalty and success.
- Upon request, guide employees in accessing tools and resources on the Client Portal.
- Escalate matters to the Senior Director or VP HR as needed.

### Talent Management

- Deliver training services including development and delivery of facilitator led sessions as well as selection and coordination of online training.
- Counsel client in recruitment strategy and facilitate access to job board, assessment, and discounted recruiting services available to Extensis clients.
- Guide clients on effective creation, maintenance and distribution of position descriptions.
- Enable clients to configure and leverage tools for effective goal setting and performance reviews.

### Benefits

- Partner with Extensis Benefits department and consult with client owners in making effective decisions about which of various benefits to offer and subsidize for their employees.
- Lead client and client worksite employee facing aspects of annual healthcare open enrollment.
- Guide clients to make effective and compliant choices of health, dental and vision benefits, voluntary, and disability benefits.
- On behalf of the client, liaise with Benefits, Operations and Risk Departments as appropriate in the administration of worksite employee Workers Compensation claims and in Leaves of Absence.

#### Employee Relations & Compliance

- Educate client owners, influencers and decision makers on best practices for managing employee complaints, employee conduct issues and performance management.
- Provide clients with guidance on performance, discipline, termination and other sensitive issues.
- As needed, conduct and document investigations, and bring investigation worthy matters to closure.
- Lead client in process and documentation best practices.
- Prepares government reports related to EEO compliance. Provide guidance on the maintenance of records, logs and reports to conform to EEO regulations.
- Maintains knowledge of current and pending legislation that impacts the company and the client base.
- Engage Senior HR Director, VP Human Resources, client's outside legal counsel, and/or Extensis' outside legal counsel as needed.

#### Leadership

- Assume role of subject matter expert on various topics under the direction of the VP HR and be a peer resources within Extensis for your designated topics.

#### Documentation

- Document client interactions as "Cases" in ClientSpace.
- Document investigations, RIFs and other confidential matters according to department best practices.
- Make effective use of company systems including Microsoft Office, Client Relationship Management System and Workflow Management System.

#### What You Bring:

##### Education

- BA or BS Degree required.
- Advanced study in business, human resources or employment law highly desirable.
- PHR, SHRM or SPHR certification a plus

##### Human Resources Experience

- Experience as an HR Generalist or HR Associate (minimum 2 years' experience)
- Basic understanding of employment law fundamentals
- Experience in a PEO a plus

- Day- to day admin tasks
- Ability to identify potential ER issues
- Presentation experience

## Competencies

- Strong command of federal and state employment laws including but not limited to: ADA, COBRA, EEO, FLSA, and FMLA.
- Proven track record of efficiency in working remotely.
- Excellent communicator in writing and verbally in formal and informal business settings.
- Effective in negotiation and conflict resolution.
- Strong presentation skills.
- Excellent consultative skills.
- Client service, creative and problem-solving orientation.
- Ability to both follow structured processes and tolerate ambiguity as situations demand.
- Team player, results focus, strong work ethic.
- High ethical standards

Responsibilities and requirements are subject to change based on business needs.

## What You'll Receive:

At ExtensisHR, we recognize there are many factors that influence your overall satisfaction both at work, and in your personal life. Under our You Supported program, we provide a perfect mixture of compensation, benefits, company culture, and resources to our employees that help you reach a happier, more balanced life. Some of these offerings include:

- Competitive compensation to reward you for your hard work every day.
- Progressive Paid-Time Off Program for you to enjoy time out of the office, including time off for volunteering and life events.
- Group Medical, Dental, Vision and Life insurance to encourage a healthy lifestyle available from day one.
- 401k and company match
- A wide variety of Voluntary benefits including 529 College Savings, Home and Auto insurance, pet care insurance and more!
- A student loan assistance program to help pay off your student loans.
- Onsite Wellness Rooms for relaxation and lactation breaks as well as free all-access membership to the Headspace meditation app for all employees.
- Extensive professional development programs to help you get to where you want to go in your career.
- Employee Referral Program!
- Discounts in retail and entertainment.
- A social and community outreach committee that promotes a fun inclusive culture through in-office events and networking opportunities.
- When in the office, Complimentary coffee and snacks to keep you fueled and productive throughout the day.

Extensishr is committed to a diverse and inclusive workplace. We are an equal opportunity employer and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Please contact Melani Monroe [mmonroe@extensishr.com](mailto:mmonroe@extensishr.com) if interested.