

## Detroit Symphony Orchestra

### Job Description

**Classification:** Human Resource Generalist  
**Department:** Human Resources  
**FLSA Status:** Exempt  
**Direct Reports:** N/A  
**Last Revision Date:** July 20, 2020

### The Organization

The Detroit Symphony Orchestra is known internationally for trailblazing performances, collaborations with the world's foremost musical artists, and a deep commitment to serving our community. Making its home in historic Orchestra Hall at the Max M. and Marjorie S. Fisher Music Center, the DSO actively pursues its vision to be an inclusive and culturally relevant community where all people can experience their world through music. The DSO is a complex organization. Operating 365 days per year, we are a performing arts institution, an educational facility, and a community center. We are governed by an independent Board of Directors and employ both union and non-union employees as musicians, stage crew, and administrative staff. Creating a unified culture throughout the institution is an organizational imperative.

The DSO offers a unique working environment and an excellent compensation package. The Detroit Symphony Orchestra is an Equal Opportunity Employer.

### General Description

The Human Resource Generalist is a key member of the HR team, is technically proficient in several areas of HR, and serves as a resource to all DSO employees. The Generalist administers benefits for all DSO employees; acts as a liaison between insurance carriers and employees; and participates in recruitment, employment, employee relations and contributes to people-focused processes. This role reports to the Senior Director of Talent and Development.

### Specific Responsibilities

#### Benefits Administration

- Performs benefits administration including enrollments, claims resolution, change reporting, and communicating benefit information to employees.
- Participates in the design of employee benefit programs, and in negotiations with benefit providers regarding changes in coverage, rates, and plan design.
- Calculates benefit deductions for all employees and works with payroll on processing. Prepares and sends all relevant letters to employees regarding benefits and benefit payroll deductions.
- Coordinates compliance with FMLA and COBRA, and coordinates information with COBRA third party administrator.
- Participates in processing and investigating claims for medical, dental, vision, worker's compensation, LTD, Life & AD&D, and VGL.
- Participates in the design, implementation and distribution all benefit plan materials. Coordinates open enrollment meetings.
- Assists in coordinating retirement process, provides support to retirement committees, and initiates recordkeeping for pension plan participants.

### Employment

- Writes and places advertisements for open positions.
- Coordinates interviews with affected managers and staff.
- Assists in evaluating resumes and applications.
- Employs fair and equitable recruitment and hiring practices to ensure a diverse candidate pool.
- Coordinates with selected vendor to initiate background checks.
- Maintains applicant tracking documentation and reporting.

### Other Responsibilities

- Participates in developing and implementing benefits, employment, compensation, legal compliance, company policies and organizational development strategies.
- Maintains all HR files and coordinates required recordkeeping.
- Assists employees with problems and general questions regarding benefits, employment, policies, or other HR areas.
- Provides support for the annual performance evaluation administration.
- Works closely with the payroll staff and internal partners to promote an effective administrative operating environment through teamwork, cooperation, and close communication.
- Prepares annual OSHA reports and keeps OSHA injury logs.
- Maintains organizational charts.
- Participates in coordination and facilitation of new-employee orientations.
- Maintains Human Resource Information System records and compiles reports from database.
- Maintains compliance with Federal, state, and local employment laws.
- Performs other duties as assigned.

### **Position Qualifications**

The ideal candidate will have 2+ years of relevant experience, preferably in a union environment, along with the following personal competencies and characteristics:

- Bachelor's degree in Business Administration/Human Resources or equivalent combination of education and experience is required.
- PHR or SHRM-CP certification preferred, but not required.
- Demonstrated ability to maintain confidentiality is required.
- Experience managing a diverse range of administrative areas of responsibility.
- Excellent organizational, communication and interpersonal skills.
- Demonstrated ability to deliver on multiple priorities in a fast-paced environment.
- Able to operate in a PC network environment, with basic internet navigation skills and detailed hands-on experience using HRIS and Microsoft Office Suite.